

**VA**



**U.S. Department of Veterans Affairs**

Office of Information and Technology  
*Product Development*

**Electronic Data Interchange (EDI)  
New Standards and Operating Rules –  
VHA Provider-side Technical Compliance Requirements  
VA118-1001-1018**

**ePayments**

**ACCOUNTS RECEIVABLE (PRCA)  
RELEASE NOTES/ Installation Guide/ Rollback Plan**

**PRCA\*4.5\*298**

**May 2015**

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# 1 Introduction

This patch has enhancements that extend the capabilities of the Veterans Health Information Systems and Technology Architecture (Vista) electronic payment (ePayments) system. Below is a list of all the applications involved in this project along with their patch number:

APPLICATION/VERSION	PATCH
INTEGRATED BILLING (IB) V. 2.0	IB*2*511
ELECTRONIC CLAIMS MANAGEMENT ENGINE (ECME) V. 1.0	BPS*1*17
ACCOUNTS RECEIVABLE (PRCA) V. 4.5	PRCA*4.5*298

The patches (IB\*2\*511, BPS\*1\*17 and PRCA\*4.5\*298) are being released in the Kernel Installation and Distribution System (KIDS) multi-build distribution BPS IB PRCA EPAYMENTS BUNDLE 1.0.

## 1.1 Documentation and Distribution

Documentation Retrieval Instructions:

Updated documentation describing the new functionality introduced by this patch is available.

The preferred method is to FTP the files from

`ftp://download.vista.med.va.gov/`.

This transmits the files from the first available FTP server. Sites may also elect to retrieve software directly from a specific server as follows:

Albany	<code>ftp.fo-albany.med.va.gov</code>	<code>&lt;ftp://ftp.fo-albany.med.va.gov&gt;</code>
Hines	<code>ftp.fo-hines.med.va.gov</code>	<code>&lt;ftp://ftp.fo-hines.med.va.gov&gt;</code>
Salt Lake City	<code>ftp.fo-slc.med.va.gov</code>	<code>&lt;ftp://ftp.fo-slc.med.va.gov&gt;</code>

The documentation will be in the form of Adobe Acrobat files.

Documentation can also be found on the VA Software Documentation Library at: <http://www4.va.gov/vdl/>

Title	File Name	FTP Mode
AR Release Notes/Installation Guide (PRCA*4.5*298)	PRCA_4_5_P298_RN.PDF	Binary
ePayments User Manual (EDI Lockbox)	PRCA_4_5_UM_epayments_R0515.PDF	Binary
AR Technical Manual/Security Guide	PRCA_4_5_TM_R0515.PDF	Binary
AR User Manual - Clerk's AR Menu - Part 1	PRCA_4_5_UM_CLERK_R0515.PDF	Binary
AR User Manual - Agent Cashier	PRCA_4_5_UM_AC_R0515.PDF	Binary

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## 2 Patch Description and Installation Instructions

### 2.1 Patch Description

```
=====
Run Date: MAY 19, 2015                Designation: PRCA*4.5*298
Package : ACCOUNTS RECEIVABLE         Priority   : MANDATORY
Version : 4.5                          Status    : RELEASED
=====
```

Associated patches:

```
(v) PRCA*4.5*208<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*220<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*222<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*241<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*249<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*253<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*261<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*262<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*269<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*271<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*276<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*283<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*284<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*293<=<= must be installed BEFORE `PRCA*4.5*298'
(v) PRCA*4.5*296<=<= must be installed BEFORE `PRCA*4.5*298'
```

Subject: ePAYMENTS COMPLIANCE

Category: ROUTINE  
DATA DICTIONARY  
OTHER  
PRINT TEMPLATE  
ENHANCEMENT

Description:

=====

This patch has enhancements that extend the capabilities of the Veterans Health Information Systems and Technology Architecture (Vista) electronic payment (ePayments) system. Below is a list of all the applications involved in this project along with their patch number:

APPLICATION/VERSION	PATCH
ACCOUNTS RECEIVABLE (PRCA) V. 4.5	PRCA*4.5*298
INTEGRATED BILLING (IB) V. 2.0	IB*2*511
ELECTRONIC CLAIMS MANAGEMENT ENGINE (ECME) V. 1.0	BPS*1*17

The patches PRCA\*4.5\*298, IB\*2\*511, and BPS\*1\*17 are being released in the Kernel Installation and Distribution System (KIDS) multi-build distribution BPS IB PRCA EPAYMENTS BUNDLE 1.0.

The purpose of this software package is to increase automation of the current ePayments processes in order to improve productivity of Accounts Receivable (AR) staff and increase accuracy of the revenue operation.

These changes include:

1. Increasing automation of third party payer medical claims processing
  - a. Automatic Electronic Remittance Advice (ERA) posting (auto-posting) for ERAs associated with Electronic Fund Transfers (EFTs)
  - b. Automatic decrease (auto-decrease) adjustments
2. Addressing issues with existing ePayments process for pharmacy claims
  - a. Automatic matching of pharmacy 835 responses with the ECME claim
3. Increasing automation of pharmacy claims processing
  - a. Process standard National Council for Prescription Drug Programs (NCPDP) pharmacy fees
  - b. Manage non-released prescriptions
4. Enabling a switch-back solution through implementation of parameter questions

This specific patch contains the following functionality:

- 
1. The ePayments Site Parameter Edit menu was modified.
    - a. The existing EDI Lockbox Parameters option [RCDPE EDI LOCKBOX PARAMETERS] is extended to allow maintenance of new parameter values for the new automatic processing and posting prevention functionality.

These parameters include:

      - Enable Auto-posting of Medical Claims for the site
      - Payers to be excluded from Auto-posting
      - Enable Auto-decrease of Medical Claims for the site
      - Payers to be excluded from Auto-decrease
      - Number of Days to wait before Auto-decrease is applied
      - Maximum Dollar Amount for which Auto-decrease is allowed
      - Number of Days Allowed for Un-Posted Medical EFTs
      - Number of Days Allowed for Un-Posted Pharmacy EFTs
    - b. A new EDI Lockbox Parameter Report option [RCDPE SITE PARAMETER REPORT] displays the parameter settings.
    - c. A new EDI Lockbox Exclusion Audit Report option [RCDPE EXCLUSION AUDIT REPORT] reports changes made to the excluded payer parameters
    - d. A new EDI Lockbox Parameters Audit Report option [RCDPE PARAMETER AUDIT REPORT] reports changes made to other parameters
  2. The Accounts Receivable Nightly Process Background Job [PRCA NIGHTLY PROCESS] was modified to automatically create receipts for ERA if the following criteria are met:

- Enable Auto-posting of Medical Claims parameter is set to 'Yes'
  - The Payer for the ERA is not excluded from Auto-posting
  - ERA is matched to an EFT and the EFT receipt's status is 'Accepted By FMS'
  - ERA has no EXC exceptions and also contains no ERA level adjustments
3. The Accounts Receivable Nightly Process Background Job was also modified to automatically apply contract decrease adjustments to claims which have been previously automatically posted if the following criteria are met:
- Enable Auto-posting parameter for medical claims is set to 'Yes'
  - Enable Auto-decrease parameter for medical claims is set to 'Yes'
  - The Payer for the claim is not excluded from Auto-decrease or Auto-posting
  - The number of days since Auto-posting exceeds the value of the Number of Days to Wait before Auto-decrease parameter
  - The claim balance does not exceed the value of the Maximum Dollar Amount parameter
4. The EDI Lockbox Reports Menu [RCDPE EDI LOCKBOX REPORTS MENU] was modified to include new ad-hoc reports of Auto-posting and Auto-decrease activity
- A new Auto-post Report option [RCDPE AUTO-POST REPORT] displays information on receipts created by Auto-Posting for selected dates and payers
  - A new Auto-decrease Adjustment Report [RCDPE AUTO-DECREASE REPORT] displays Information on claims Auto-decreased for selected dates and payers
5. The EDI Lockbox menu option [RCDPE EDI LOCKBOX MENU] was modified to include a new Auto-Post Awaiting Resolution option [RCDPE APAR]. This option allows for claim lines rejected by the nightly Auto-posting process to be reviewed and resubmitted for Auto-posting.

Claim lines can be rejected for the following reasons:

- The claim has been referred to General Counsel
- The payment (or other pending payments) would generate a negative balance on the claim
- The claim is no longer active

Note that the new Auto-Posting Awaiting Resolution option [RCDPE APAR] is similar to the current EOB Worklist option [RCDPE EDI LOCKBOX WORKLIST] except that a receipt cannot be created directly. A 'Mark For Auto-Posting' action allows claims to be re-submitted to Auto-Posting after review and correction.

6. The Decrease Adjustment option [PRCAC TR DECREASE] was changed to display a warning message if a user tries to make a decrease adjustment on a bill that has at least one associated Electronic Explanation of Benefit (EEOB) marked for auto-post.
7. Exception processing options were modified:
- a) The EDI Lockbox 3rd Party Exceptions option [RCDPE

EXCEPTION PROCESSING] is modified

- The action to 'Transfer EEOB' is removed from the Data Exceptions screen
  - A new RCDPE ERA EXCEPT key is now required for use of the Delete Message action
  - ERAs with payment method of Automated Clearing House can no longer be deleted
  - A record selection filter for Medical, Pharmacy or Both claim types is also added to the EEOB Data Exceptions List Manager screen
  - For pharmacy claims the EEOB Data Exceptions List Manager screen now displays the ECME number and release date for pharmacy claims. If the prescription is not released then entry and display of a comment is allowed
  - Exceptions due to non-released prescriptions are now cleared automatically from the data exceptions list by the AR Nightly Process when prescriptions are released. The EEOB for the prescription are then processed normally.
- b) The EEOB Transfer Reports option [RCDPE EOB TRANSFER REPORTS] was removed from the EDI Lockbox Reports Menu [RCDPE EDI LOCKBOX REPORTS MENU]
8. The matching of ERA claim numbers to the VistA database was improved for both pharmacy and medical claims.
9. The EEOB Worklist option [RCDPE EDI LOCKBOX WORKLIST] was renamed ERA Worklist and has a number of new functions:
- The capability to view an ERA without creating a Scratchpad is added
  - On the Worklist screen an 'x' is displayed against any ERA which has exceptions and a warning is displayed if the users attempts to work the ERA before the exceptions are cleared
  - The Worklist screen displays a warning message if an ERA is selected and there are other unposted EFT payments for medical claims more than 14 days old or pharmacy claims older than the number of days specified in the site parameters
  - The Worklist screen will prevent selection of an ERA when there are other unposted EFT payments for medical claims more than 21 days old or pharmacy claims older than the number of days specified in the site parameters
  - Verification of ERA patient information against VistA claim for the Scratchpad is no longer case sensitive
  - The Adjust (Inc/Dec) action on the Research Menu List Manager screen was removed
  - The Split/Edit A Line action in the Scratchpad screen is modified to transfer the correct payer name when editing EEOB with different payer names
  - The ECME number for pharmacy claims is displayed on the Scratchpad screen and on the View/Print ERA action
10. A new Unposted EFT Override option [RCDPE UNPOSTED EFT OVERRIDE] was added to the EDI Lockbox menu [RCDPE EDI LOCKBOX MENU]. This allows users with the new RCDPE AGED PMT security key to override posting prevention in the ERA Worklist. The reason for the override must be entered as a comment.

11. ERA selection criteria for the EEOB Worklist option [RCDPE EDI LOCKBOX WORKLIST] can be saved as the preferred Worklist view for the user and will be re-used each time the Worklist is entered. The preferred view for the user may be changed by using the Change View (CV) action in the ERA Worklist screen.

A new filter for Medical ERAs only, Pharmacy ERAs only or both was added and also included in the preferred view.

12. The Batch Maintenance actions was removed from the Scratchpad screen in the EEOB Worklist option [RCDPE EDI LOCKBOX WORKLIST].

The Hide/Display Batch action is removed from the ERA List - Worklist screen in the EEOB Worklist option [RCDPE EDI LOCKBOX WORKLIST].

13. Scratchpad display criteria for the EEOB Worklist option [RCDPE EDI LOCKBOX WORKLIST] can be saved as the preferred Scratchpad view for a user and will be re-used each time the Scratchpad screen is entered. The preferred view for the user may be changed by using the CV action.

A new filter for posted lines, un-posted lines or both was added and also included in the preferred view. This is for Auto-Posted ERAs.

14. For pharmacy claims the Release Date, ECME number and Date of Service are displayed in the Scratchpad View EEOB action for the EEOB Worklist option [RCDPE EDI LOCKBOX WORKLIST].

15. The following actions were removed from the Research Menu screen in the EEOB Worklist option [RCDPE EDI LOCKBOX WORKLIST]:

- Release Hold
- On Hold List
- Claims Matching Report

16. Changes were made to the reports in the EDI Lockbox Reports Menu [RCPDE EDI LOCKBOX REPORTS MENU]

- a) To facilitate searching of report content List Manager functionality was added to the existing reports:

- Active Bills With EEOB Report [RCDPE ACTIVE WITH EEOB REPORT]
- Daily Activity Report [RCDPE EDI LOCKBOX ACT REPORT]
- ERA Unmatched Aging Report [RCDPE ERA AGING REPORT]
- EFT Unmatched Aging Report [RCDPE EFT AGING REPORT]
- Unapplied EFT Deposits Report [RCDPE UNAPPLIED EFT DEP REPORT]
- Duplicate EFT Deposits Audit Report [RCDPE EFT AUDIT REPORT]
- EEOB Move/Copy/Rmove Audit Report [RCDPE EEOB MOVE/COPY/RMOVE RPT]
- ERAs Posted with Paper EOB Audit Report [RCDPE ERA W/PAPER EOB REPORT]
- Remove ERA from Active Worklist Audit Report [RCDPE REMOVED ERA AUDIT]

- b) A filter to allow inclusion or exclusion of TRICARE and/or CHAMPVA was added to the existing reports

- Active Bills With EEOB Report [RCDPE ACTIVE WITH EEOB REPORT]
- ERA Unmatched Aging Report [RCDPE ERA AGING REPORT]

- EEOB Move/Copy/Rmove Audit Report [RCDPE EEOB MOVE/COPY/RMOVE RPT]
  - ERAs Posted with Paper EOB Audit Report [RCDPE ERA W/PAPER EOB REPORT]
  - Remove ERA from Active Worklist Audit Report [RCDPE REMOVED ERA AUDIT]
- c) The ERA Unmatched Aging Report now displays an 'x' indicator against any ERA for which a Transmission or Data exception exists
- d) The Daily Activity Report option [RCDPE EDI LOCKBOX ACT REPORT] is renamed EFT Daily Activity Report
- e) The following reports were corrected to include EFTs with all 9's in the trace number:
- Daily Activity Report (now renamed EFT Daily Activity Report) [RCDPE EDI LOCKBOX ACT REPORT]
  - EFT Unmatched Aging Report [RCDPE EFT AGING REPORT]
  - Unapplied EFT Deposits Report [RCDPE UNAPPLIED EFT DEP REPORT]
- f) A date range selection prompt was added to the Active Bills with EEOB Report [RCDPE ACTIVE WITH EEOB REPORT]
17. The Receipt Processing option [RCDP RECEIPT PROCESSING] action 'ER Edit Receipt' was modified to allow the user to change open receipts with a payment type of 'EDI LOCKBOX' to payment type 'CHECK/MO PAYMENT'. The user is prompted 'Are You Sure?' and the EFT is changed to a match status of 'UNMATCHED'.
18. The option Manual Match EFT - ERA [RCDPE MANUAL MATCH EFT-ERA] was modified to allow selection of an unmatched EFT within a date range.
19. The option to remove an EEOB is added to the EEOB Move/Copy option [RCDPE EEOB MOVE/COPY] which was renamed EEOB Move/Copy/Remove [RCDPE EEOB MOVE/COPY/REMOVE].
20. The EEOB Move/Copy Audit Report [RCDPE EEOB MOVE/COPY RPT] was renamed to EEOB Move/Copy/Remove Audit Report [RCDPE EEOB MOVE/COPY/RMOVE RPT] and includes removed EEOBs.
21. The following MailMan notifications were disabled:
- EDI LBOX EEOB - EXCEPTIONS
  - EDI LBOX - NO VALID BILLS ON ERA
  - EDI LBOX - ERA HAS ADJ/TAKEBACKS
  - EDI LBOX ERA - DUPLICATE TRANSMISSION MSG
  - EEOB MOVE/COPY

Patch Components

=====

The following is a list of field modifications included in this patch:

File Name (#)	Field Name (#)	New/Modified/ Deleted
Sub-File Name (#)	Field Name (#)	
-----	-----	-----
AR BATCH PAYMENT (#344)	EFT RECORD (#.17)	Modified
	ERA REFERENCE (#.18)	Modified
EDI THIRD PARTY EFT DETAIL (#344.31)	TRACE (#.04)	Modified
	DATE RECEIVED (#.13)	Modified
ELECTRONIC REMITTANCE ADVICE (#344.4)	TRACE NUMBER (#.02)	Modified
	PAYMENT FROM (#.06)	Modified
	ERA DETAIL POST STATUS (#.14)	Modified
	AUTO-POST DATE (#4.01)	New
	AUTO-POST STATUS (#4.02)	New
	LATEST AUTO-DECREASE DATE (#4.03)	New
ERA DETAIL sub-file (#344.41)	ECME # (#.24)	New
	RECEIPT (#.25)	New
	AUTO-POST REJECTION REASON (#5)	New
	MARK FOR AUTO-POST (#6)	New
	AUTO-DECREASE INDICATOR (#7)	New
	AUTO-DECREASE AMOUNT (#8)	New
	AUTO-POST DATE (#9)	New
	PHARMACY CLAIM COMMENT (#9.01)	New
	AUTO-DECREASE DATE (#10)	New
OTHER RECEIPT NUMBERS sub-file (#344.48)	OTHER RECEIPT NUMBER (#.01)	New
EDI LOCKBOX EOB WORKLIST (#344.49)	OTHER RECEIPT NUMBERS sub-file (#344.494)	New
	OTHER RECEIPT NUMBER (#.01)	New
RCDPE AUTO-PAY EXCLUSION (#344.6)	PAYER NAME (#.01)	New File
	PAYER ID (#.02)	
	DATE ADDED (#.03)	
	UPDATED BY (#.04)	
	DATE LAST UPDATED (#.05)	
	EXCLUDE MED CLAIMS POSTING (#.06)	
	EXCLUDE MED CLAIMS DECREASE (#.07)	
	AUTO-POST COMMENT (#1)	
	AUTO-DECREASE COMMENT (#2)	
RCDPE PARAMETER (#344.61)	SITE (#.01)	New File
	AUTO-POST MED CLAIMS ENABLED (#.02)	

AUTO-DECREASE MED ENABLED (#.03)  
 AUTO-DECREASE MED DAYS DEFAULT (#.04)  
 AUTO-DECREASE MED AMT DEFAULT (#.05)  
 MEDICAL EFT POST PREVENT DAYS (#.06)  
 PHARMACY EFT POST PREVENT DAYS (#.07)  
 LAST UPDATE PAYER EXCLUSIONS (#.08)  
 EFT CUTOFF field (#.09)  
 MEDICAL EFT OVERRIDE (#20)  
 PHARMACY EFT OVERRIDE (#21)  
 USER-MEDICAL OVERRIDE (#22)  
 USER-PHARMACY OVERRIDE (#23)  
 COMMENT-MEDICAL OVERRIDE (#24)  
 COMMENT-PHARMACY OVERRIDE (#25)

RCDPPE PARAMETER AUDIT (#344.7) New File  
 TIMESTAMP (#.01)  
 MODIFIED IEN (#.02)  
 CHANGED BY (#.03)  
 CHANGED FIELD (#.04)  
 MODIFIED FILE (#.05)  
 NEW VALUE (#.06)  
 OLD VALUE (#.07)  
 COMMENT (#.08)

RC MESSAGE TEXT OBJECT FILE (#344.81) New File  
 NUMBER (#.001)  
 NAME (#.01)  
 CREATOR (#.02)  
 CREATED (#.03)  
 LAST UPDATED (#.04)  
 DESCRIPTION (#.05)  
 TYPE (#1.01)  
 OBJECT STATUS (#1.02)  
 OBJECT TEXT sub-file (#344.812)  
 OBJECT TEXT (#.01)

RC TESTING USER PREFERENCES (#344.82) New File  
 USER (#.01)  
 UPDATED (#.02)  
 PAYER ID DEFAULT (#1.01)  
 PAYMENT METHOD CODE (#1.02)

Forms Associated:

Form Name	File #	New/Modified/Deleted
N/A		

Mail Groups Associated:

Mail Group Name	New/Modified/Deleted
N/A	

Option Name	Type	Deleted
-----	----	-----
PRCA BIL AGENCY	action	Modified
PRCA CBO PARAMETERS	run routine	Modified
PRCA DEACTIVATE GROUP	action	Modified
PRCA NOTIFICATION PARAMETERS	action	Modified
PRCA RC PARAMETERS	run routine	Modified
PRCA SITE PARAMETER	menu	Modified
PRCAF U ADMIN.RATE	action	Modified
RCDPE ACTIVE WITH EEOB REPORT	run routine	Modified
RCDPE APAR	run routine	New
RCDPE AUTO-DECREASE REPORT	run routine	New
RCDPE AUTO-POST REPORT	run routine	New
RCDPE EDI LOCKBOX ACT REPORT	run routine	Modified
RCDPE EDI LOCKBOX MENU	menu	Modified
RCDPE EDI LOCKBOX PARAMETERS	run routine	Modified
RCDPE EDI LOCKBOX REPORTS MENU	menu	Modified
RCDPE EDI LOCKBOX WORKLIST	run routine	Modified
RCDPE EEOB MOVE/COPY		Delete
RCDPE EEOB MOVE/COPY REPORT		Delete
RCDPE EEOB MOVE/COPY/REMOVE	run routine	New
RCDPE EEOB MOVE/COPY/RMOVE RPT	run routine	New
RCDPE EFT AGING REPORT	run routine	Modified
RCDPE EFT AUDIT REPORT	run routine	Modified
RCDPE EOB TRANSFER REPORTS	run routine	Modified
RCDPE ERA AGING REPORT	run routine	Modified
RCDPE ERA POSTED BY PAPER EOB	run routine	Modified
RCDPE ERA W/PAPER EOB REPORT	run routine	Modified
RCDPE EXCEPTION PROCESSING	run routine	Modified
RCDPE EXCLUSION AUDIT REPORT	run routine	New
RCDPE MANUAL MATCH EFT-ERA	run routine	Modified
RCDPE MARK 0-BAL EFT MATCHED	run routine	Modified
RCDPE MATCH EFT TO ERA	run routine	Modified
RCDPE MOVE ERA TO SUSPENSE	run routine	Modified
RCDPE PARAMETER AUDIT REPORT	run routine	New
RCDPE PAYER EXCLUSION NAME TIN	run routine	New

RCDPE REMOVE DUP DEPOSITS	run routine	Modified
RCDPE REMOVE ERA FROM WORKLIST	run routine	Modified
RCDPE REMOVED ERA AUDIT	run routine	Modified
RCDPE SITE PARAMETER REPORT	run routine	New
RCDPE UNAPPLIED EFT DEP REPORT	run routine	Modified
RCDPE UNMATCH ERA	run routine	Modified
RCDPE UNPOSTED EFT OVERRIDE	run routine	New
RCDPE VIEW/PRINT ERA	run routine	Modified
RCDPE TT TOOL	run routine	New

Protocols Associated:

Protocol Name -----	New/Modified/Deleted -----
RCDPE APAR CHANGE VIEW	New
RCDPE APAR EEOB LIST MENU	New
RCDPE APAR EEOB REFRESH	New
RCDPE APAR EEOB REVIEW	New
RCDPE APAR EEOB RESEARCH MENU	New
RCDPE APAR RESEARCH	New
RCDPE APAR SELECT EEOB	New
RCDPE APAR SELECTED EEOB MENU	New
RCDPE APAR SPLIT LINE	New
RCDPE APAR VERIFY	New
RCDPE APAR VIEW/PRINT EOB	New
RCDPE APAR VIEW/PRINT ERA	New
RCDPE EOB WL RECEIPT VIEW	Modified
RCDPE EOB WL RESEARCH EXIT	Modified
RCDPE EOB WL REVIEW	Modified
RCDPE EOB WORKLIST ADMIN COST ADJ	Modified
RCDPE EOB WORKLIST BILL COMMENT	Modified
RCDPE EOB WORKLIST CHANGE VIEW	New
RCDPE EOB WORKLIST DIST ADJ	Modified
RCDPE EOB WORKLIST FULL ACCT PROF	Modified
RCDPE EOB WORKLIST MENU	Modified
RCDPE EOB WORKLIST REESTABLISH	Modified
RCDPE EOB WORKLIST REFRESH	Modified
RCDPE EOB WORKLIST RESEARCH	Modified
RCDPE EOB WORKLIST RESEARCH MENU	Modified
RCDPE EOB WORKLIST SPLIT LINE	Modified
RCDPE EOB WORKLIST TPJI	Modified
RCDPE EOB WORKLIST VERIFY	Modified
RCDPE ERA LIST VIEW ERA	Modified
RCDPE ERA WORKLIST CHANGE VIEW	New
RCDPE MARK FOR AUTOPOST	New
RCDPE VIEW/PRINT WORKLIST EOB	Modified
RCDPE VIEW/PRINT WORKLIST ERA	Modified
RCDPE WORKLIST ERA LIST MENU	Modified
RCDPE WORKLIST ERA SELECT	Modified
RCDPE WORKLIST ERA SORT	Modified
RCDPEX DELETE MESSAGE	Modified

RCDPEX EOB_SUM EXCEPTION MENU	Modified
RCDPEX EOB_SUM REMOVE EXCEPT	Modified
RCDPEX RX_COMMENT	New
RCDPEX SUM_EDIT CLAIM	Modified
RCDPEX SUM_FILE EXCEPTION	Modified
RCDPEX SUM_VIEW/PRINT MESSAGE	Modified
VALM QUIT	Modified

Security Keys Associated:

Security Key Name	New/Modified/Deleted
-----	-----
RCDPE AGED PMT	New
RCDPE AUTO DEC	New
RCDPE ERA EXCEPT	New
RCDPE REMOVE EEOB	New

List Templates:

List Template Name	New/Modified/Deleted
-----	-----
RCDPE APAR EEOB LIST	New
RCDPE AUTO EOB RECEIPT PREVIEW	New
RCDPE APAR EOB RESEARCH	New
RCDPE APAR SELECTED EEOB	New
RCDPE EOB RESEARCH	Modified
RCDPE EOB WORKLIST	Modified
RCDPE MISC REPORTS	New

Templates Associated:

Template Name	Type	File Name (Number)	New/Modified/Deleted
-----	---	-----	-----
N/A			

Parameters Associated:

Parameter Name	New/Modified/Deleted
-----	-----
RCDPE APAR	New
RCDPE EDI LOCKBOX WORKLIST	New
RCDPE SCRATCHPAD	New

Additional Information: N/A

New Service Requests (NSRs):

-----

NSR - Request id: 20110503 Electronic Data Interchange (EDI) New Standards and Operating Rules (Veterans Health Administration) VHA Provider-Side TCRs 05/19/2011

<http://vista.med.va.gov/nsrd/ViewITRequest.asp?RequestID=20110503>  
Patient Safety Issues (PSIs)

-----  
N/A

Remedy Ticket(s) & Overview:

-----  
N/A

Test Sites:

-----  
VA Puget Sound Health Care System  
VA Southern Nevada Healthcare System (VASNHS) - Las Vegas  
New Mexico VA Health Care System - Albuquerque  
Tuscaloosa VA Medical Center  
Central Alabama Veterans Health Care System (CAVHCS)

## 2.2 Pre/Post Installation Overview

Pre/Post Installation Overview

-----  
N/A

## 2.3 Installation Instructions

Installation Instructions

-----  
This patch should take less than 5 minutes to install.

DO NOT QUEUE the installation of this patch.

To avoid disruptions, these patches should be installed during non-peak hours when there is minimal activity on the system. Avoid times when ERAs and EFTs are being received from the Financial Services Center (FSC). Of particular concern is the option below.

TaskMan tasks will be queued at installation to perform post-installation activities. When these tasks are complete the installer will receive informational MailMan messages. No additional installation tasks will be needed.

### 1. Accounts Receivable Nightly Process Background Job

[PRCA NIGHTLY PROCESS]

Do not install the patch when the AR Nightly Process Background job is running. Wait for this job to finish or complete the installation before this job starts.

Pre-Installation Instructions

-----  
1. OBTAIN PATCHES

Obtain the host file BPS\_IB\_PRCA\_EPAYMENTS\_BUNDLE\_1\_0.KID, which contains the following 3 patches:

```
PRCA*4.5*298
IB*2.0*511
BPS*1.0*17
```

Sites can retrieve Vista software from the following FTP addresses. The preferred method is to FTP the files from:

download.vista.med.va.gov

This will transmit the files from the first available FTP server. Sites may also elect to retrieve software directly from a specific server as follows:

```
Albany          ftp.fo-albany.med.va.gov
Hines           ftp.fo-hines.med.va.gov
Salt Lake City  ftp.fo-slc.med.va.gov
```

The BPS\_IB\_PRCA\_EPAYMENTS\_BUNDLE\_1\_0.KID host file is located in the [anonymous.software] directory. Use ASCII Mode when downloading the file.

## 2. USE KIDS TO INSTALL

Use the Kernel Installation & Distribution System Menu option [XPD MAIN]:

```
Edits and Distribution ...
Utilities ...
Installation ...
```

Select Kernel Installation & Distribution System Option: INStallation

```
-----
Load a Distribution
Print Transport Global
Compare Transport Global to Current System
Verify Checksums in Transport Global
Install Package(s)
Restart Install of Package(s)
Unload a Distribution
Backup a Transport Global
```

Select Installation Option:

## 3. LOAD TRANSPORT GLOBAL FOR MULTI-BUILD

From the Installation menu, select the Load a Distribution option.

When prompted for "Enter a Host File:", enter the full directory path where you saved the host file BPS\_IB\_PRCA\_EPAYMENTS\_BUNDLE\_1\_0.KID (e.g., SYS\$SYSDEVICE:[ANONYMOUS]BPS\_IB\_PRCA\_EPAYMENTS\_BUNDLE\_1\_0.KID).

When prompted for "OK to continue with Load? NO//", enter "YES."

The following will display:

Loading Distribution...

Build PRCA\*4.5\*298 has an Environmental Check Routine  
Want to RUN the Environment Check Routine? YES//

PRCA\*4.5\*298

Will first run the Environment Check Routine, PRCA298E

Checking for prerequisite patches Sep 25, 2014@18:31:09

BPS\*1.0\*11 installed  
IB\*2.0\*447 installed  
IB\*2.0\*451 installed  
IB\*2.0\*452 installed  
IB\*2.0\*488 installed  
PRCA\*4.5\*138 installed  
PRCA\*4.5\*208 installed  
PRCA\*4.5\*220 installed  
PRCA\*4.5\*222 installed  
PRCA\*4.5\*233 installed  
PRCA\*4.5\*241 installed  
PRCA\*4.5\*249 installed  
PRCA\*4.5\*253 installed  
PRCA\*4.5\*261 installed  
PRCA\*4.5\*262 installed  
PRCA\*4.5\*269 installed  
PRCA\*4.5\*271 installed  
PRCA\*4.5\*276 installed  
PRCA\*4.5\*283 installed  
PRCA\*4.5\*284 installed  
PRCA\*4.5\*293 installed  
PRCA\*4.5\*296 installed

All prerequisite patches found.

IB\*2.0\*511  
BPS\*1.0\*17

Use INSTALL NAME: BPS IB PRCA EPAYMENTS BUNDLE 1.0 to install this  
Distribution.

#### 4. OPTIONAL INSTALLATION OPTIONS FOR MULTI-BUILD

-----  
From the Installation menu, you may select to use the following 3  
KIDS options  
(when prompted for the INSTALL NAME, enter BPS IB PRCA EPAYMENTS  
BUNDLE 1.0):

- 5 Backup a Transport Global - This option will create a backup  
message of any routines exported with this patch. It will not  
backup any other changes such as data dictionaries or templates.
- 4 Compare Transport Global to Current System - This option will  
allow you to view all changes that will be made when this patch  
is installed. It compares all components of this patch  
(routines, data dictionaries, templates, etc.).
- 2 Verify Checksums in Transport Global - This option will allow  
you to ensure the integrity of the routines that are in the  
transport global.

## 5. INSTALL MULTI-BUILD

-----  
This is the step to start the installation of this KIDS patch. This will need to be run for the BPS IB PRCA EPAYMENTS BUNDLE 1.0.

- a. Choose the Install Package(s) option to start the patch install.
- b. When prompted for the "Select INSTALL NAME:", enter BPS IB PRCA EPAYMENTS BUNDLE 1.0
- c. When prompted "Want KIDS to Rebuild Menu Trees Upon Completion of Install? YES//", enter YES unless your system does this in a nightly TaskMan process.
- d. When prompted "Want KIDS to INHIBIT LOGONs during the install? YES//", enter NO.
- e. When prompted " Want to DISABLE Scheduled Options, Menu Options, and Protocols? NO//", enter NO.
- g. When prompted "Device: HOME//", respond with the correct device but do not queue this install.

Note: You may see this informational message during installation of the multi-build:

```
Not a known package or a local namespace
```

```
This is because the name of the multi-build doesn't match a namespace in the PACKAGE file (#9.4).
```

## Post-Installation Instructions

-----  
For production environments only:

After the distribution is installed the vha835notify@va.gov mail address must be added to the RCDPE AUDIT Mail Group as a REMOTE MEMBER if it's not already there. This can be done via the Mail Group Edit [XMEDITMG]option.

This can be verified by a FileMan inquiry to the MAIL GROUP file (#3.8). You should see this in the Mail Group:

```
NAME: RCDPE AUDIT                TYPE: public
  ALLOW SELF ENROLLMENT?: NO
  ...
REMOTE MEMBER: vha835notify@va.gov
```

In the DOMAIN file (#4.2) the Q-NPS.VA.GOV domain must exist and the field 'FLAGS' must have a value of 'S'.

For example:

```
NAME: Q-NPS.VA.GOV                FLAGS: S
  RELAY DOMAIN: FOC-AUSTIN.VA.GOV  DHCP ROUTING INDICATOR: NPS
  DISABLE TURN COMMAND: YES
```

Please consult the MailMan documentation for additional information on creating and editing Mail Groups and Domains.

Routine Information:

=====

The second line of each of these routines now looks like:

; ;4.5;Accounts Receivable; \*\*[Patch List]\*\*; Jan 21, 2014; Build 111

The checksums below are new checksums, and can be checked with CHECK1^XTSUMBLD.

Routine Name: PRCA298E			
Before:	n/a	After: B2741517	**298**
Routine Name: PRCAP298			
Before:	n/a	After: B109719472	**298**
Routine Name: RCBEADJ			
Before:	B63961627	After: B66159160	**169,172,204,173,208,233,298**
Routine Name: RCDPAYER			
Before:	B25868382	After: B26142929	**269,276,298**
Routine Name: RCDPE8NZ			
Before:	B56342604	After: B102784792	**173,212,208,269,276,283,293,298**
Routine Name: RCDPEAA1			
Before:	n/a	After: B60672744	**298**
Routine Name: RCDPEAA2			
Before:	n/a	After: B95635325	**298**
Routine Name: RCDPEAA3			
Before:	n/a	After: B72680990	**298**
Routine Name: RCDPEAC			
Before:	B83292786	After: B163795465	**208,269,276,298**
Routine Name: RCDPEAD			
Before:	n/a	After: B15979535	**298**
Routine Name: RCDPEADP			
Before:	n/a	After: B82856652	**298**
Routine Name: RCDPEAP			
Before:	n/a	After: B192874498	**298**
Routine Name: RCDPEAP1			
Before:	n/a	After: B28791355	**298**
Routine Name: RCDPEAPP			
Before:	n/a	After: B144741985	**298**
Routine Name: RCDPEAR1			
Before:	B126108337	After: B225062601	**173,269,276,284,293,298**
Routine Name: RCDPEAR2			
Before:	B63768101	After: B99664049	**173,269,276,284,283,293,298**
Routine Name: RCDPEARL			
Before:	n/a	After: B31596491	**298**
Routine Name: RCDPEDA1			
Before:	B24558059	After: B3534	**173,269,276,284,283,298**
Routine Name: RCDPEDAR			
Before:	B115536602	After: B196389465	**173,276,284,283,298**
Routine Name: RCDPEM			
Before:	B58755837	After: B61345619	**173,255,269,276,283,298**
Routine Name: RCDPEM0			
Before:	B51750344	After: B72082268	**173,208,220,298**
Routine Name: RCDPEM2			
Before:	B188791112	After: B206109836	**173,208,276,284,293,298**
Routine Name: RCDPEM3			
Before:	B110558911	After: B177381909	**276,284,298**
Routine Name: RCDPEM4			

Before: B186253544	After: B226302840	**276,284,298**
Routine Name: RCDPEM41		
Before: n/a	After: B8625925	**298**
Routine Name: RCDPEM5		
Before: B72301084	After: B85031915	**173,208,276,298**
Routine Name: RCDPEM6		
Before: B40220654	After: B78693035	**276,298**
Routine Name: RCDPEM7		
Before: B44597294	After: B44920512	**276,298**
Routine Name: RCDPEM8		
Before: B32433593	After: B32922579	**276,298**
Routine Name: RCDPEMA		
Before: n/a	After: B22679834	**298**
Routine Name: RCDPESP		
Before: n/a	After: B100040879	**298**
Routine Name: RCDPESP1		
Before: n/a	After: B30021822	**298**
Routine Name: RCDPESP2		
Before: n/a	After: B90155274	**298**
Routine Name: RCDPESP3		
Before: n/a	After: B6781847	**298**
Routine Name: RCDPESP4		
Before: n/a	After: B23109774	**298**
Routine Name: RCDPESR1		
Before: B50545484	After: B49930663	**173,214,208,202,271,298**
Routine Name: RCDPESR2		
Before: B85277265	After: B84502503	**173,216,208,230,252,264,269, 271,298**
Routine Name: RCDPESR3		
Before: B55776988	After: B51416516	**173,214,208,255,269,283,298**
Routine Name: RCDPESR4		
Before: B77733360	After: B80329387	**173,216,208,230,269,271,298**
Routine Name: RCDPESR6		
Before: B43409269	After: B45550757	**173,214,208,230,252,269,271,298**
Routine Name: RCDPETT		
Before: n/a	After: B81520347	**298**
Routine Name: RCDPETTE		
Before: n/a	After: B258211138	**298**
Routine Name: RCDPETTF		
Before: n/a	After: B80402649	**298**
Routine Name: RCDPETTM		
Before: n/a	After: B189296632	**298**
Routine Name: RCDPETTP		
Before: n/a	After: B4906426	**298**
Routine Name: RCDPETTQ		
Before: n/a	After: B30669370	**298**
Routine Name: RCDPETTU		
Before: n/a	After: B117602125	**298**
Routine Name: RCDPEUPO		
Before: n/a	After: B40462165	**298**
Routine Name: RCDPEV		
Before: B37749611	After: B38492428	**208,138,298**
Routine Name: RCDPEV0		
Before: B24403974	After: B24203052	**208,261,298**
Routine Name: RCDPEWL		
Before: B44600003	After: B68499983	**173,208,269,298**
Routine Name: RCDPEWL0		

Before: B83670852	After: B153865640	**173,208,252,269,298**
Routine Name: RCDPEWL1		
Before: B53027767	After: B68166367	**173,208,222,298**
Routine Name: RCDPEWL2		
Before: B84334841	After: B85809764	**173,208,269,298**
Routine Name: RCDPEWL4		
Before: B48717166	After: B46490209	**173,208,269,298**
Routine Name: RCDPEWL6		
Before: B83585540	After: B80720367	**173,208,222,276,298**
Routine Name: RCDPEWL7		
Before: B93160515	After: B96884750	**208,222,269,276,298**
Routine Name: RCDPEWL8		
Before: B78778752	After: B82558343	**208,269,276,298**
Routine Name: RCDPEWLA		
Before: B49000254	After: B59960871	**173,208,298**
Routine Name: RCDPEWLB		
Before: B46624897	After: B49175831	**208,298**
Routine Name: RCDPEWLP		
Before: n/a	After: B164916639	**298**
Routine Name: RCDPEX		
Before: B76642906	After: B80310750	**173,208,269,298**
Routine Name: RCDPEX1		
Before: B15098572	After: B18257259	**173,262,298**
Routine Name: RCDPEX2		
Before: B15963944	After: B22431438	**173,269,298**
Routine Name: RCDPEX31		
Before: B37980620	After: B40819762	**173,208,298**
Routine Name: RCDPEX32		
Before: B30120865	After: B48567496	**173,249,298**
Routine Name: RCDPEX4		
Before: n/a	After: B11626090	**298**
Routine Name: RCDPURE1		
Before: B57024051	After: B60661584	**114,148,153,169,204,173,214, 217,296,298**
Routine Name: RCDPUREC		
Before: B76306195	After: B104492015	**114,148,169,173,208,222,293,298**
Routine Name: RCMSITE		
Before: B7163985	After: B8419776	**173,236,253,298**

Routine list of preceding patches: 138, 220, 233, 249, 253, 261, 262, 271  
293, 296

*(This page included for two-sided copying.)*

## 3 Backout and Rollback Procedures

### 3.1 Overview of Backout and Rollback Procedures

The rollback plan for VistA applications is complex and not able to be a “one size fits all.” The general strategy for VistA rollback is to repair the code with a follow-up patch. The development team recommends that sites log a Remedy ticket if it is a nationally released patch; otherwise, the site should contact the product development team directly for specific solutions to their unique problems.

### 3.2 Backout Procedure

During the VistA Installation Procedure of the KIDS build, the installer hopefully backed up the modified routines by the use of the ‘Backup a Transport Global’ action. The installer can restore the routines using the MailMan message that were saved prior to installing the patch. The backout procedure for global, data dictionary and other VistA components is more complex and will require issuance of a follow-up patch to ensure all components are properly removed. All software components (routines and other items) must be restored to their previous state at the same time and in conjunction with restoration of the data. This backout may need to include a database cleanup process.

Please contact the Product Support team for assistance if the installed patch that needs to be backed out contains anything at all besides routines before trying to backout the patch. If the installed patch that needs to be backed out includes a pre or post install routine please contact the Product Support team before attempting the backout.

From the Kernel Installation and Distribution System Menu, select the Installation Menu. From this menu, you may elect to use the following option. When prompted for the INSTALL enter the patch #.

- a. Backup a Transport Global - This option will create a backup message of any routines exported with this patch. It will not backup any other changes such as DD's or templates.

### 3.3 Rollback Procedure

The rollback procedure for VistA patches is complicated and may require a follow-up patch to fully roll back to the pre-patch state. This is due to the possibility of Data Dictionary updates, Data updates, cross references, and transmissions from VistA to offsite data stores.

Please contact the Product Support team for assistance if needed.

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## 4 Enhancements

The following features in VistA, Integrated Billing are affected by this effort:

### 4.1 System Feature: Site Parameters for Medical Auto-Post

#### 4.1.1 Site Parameters for Medical Auto-Post – Parameter for Auto-posting Medical Claims

The EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] contains a parameter question to allow sites to enable or disable auto-posting of third party medical claims with an initial default value of enabled.

NUMBER OF DAYS EFT UNMATCHED: 5// NUMBER OF DAYS ERA UNMATCHED: 7//  ENABLE AUTO-POSTING OF MEDICAL CLAIMS (Y/N): Y//
--

The question for auto-posting of medical claims comes after the two existing parameter questions.

The system initializes YES and the first default for auto-posting should be YES. After the user answers the question, that new answer is used as the next default value.

#### 4.1.2 Site Parameters for Medical Auto-Post – Notification of Edits for Parameter for Auto-posting Medical Claims

The system sends an Outlook email to distribution group VHAEPAYMENTS@VA.GOV if a site changes the parameter question to enable or disable auto-posting of third party medical claims.

#### 4.1.3 Site Parameters for Medical Auto-Post – Parameter for Excluding Payers from Auto-posting of Medical Claims

If auto-posting of third party medical claims is enabled for the site the EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] contains a parameter question to allow sites to exclude specific payers from auto-posting of third party medical claims by selecting payer name or payer ID.

If auto-posting of medical claims is set to NO, excluded payers are not displayed and PAYER is not prompted.

If auto-posting of medical claims is set to YES and there be no excluded payers, the system displays a message and prompted for PAYER.

NUMBER OF DAYS EFT UNMATCHED: 5//  
NUMBER OF DAYS ERA UNMATCHED: 7//

ENABLE AUTO-POSTING OF MEDICAL CLAIMS (Y/N): Y//  
NO EXCLUDED PAYERS

Select a Payer to add or remove from the exclusion list.  
PAYER:

If auto-posting of medical claims is set to YES and there are excluded payers, the system displays excluded payers and prompts for PAYER.

The system allows the user to enter a partial name and display matches by showing the name and the ID.

ENABLE AUTO-POSTING OF MEDICAL CLAIMS (Y/N): Y//  
EXCLUDED PAYERS:  
INSURANCE OF ARIZONA 4444  
INSURANCE OF KANSAS 2222

Select a Payer to add or remove from the exclusion list.

PAYER: INSURANCE OF A

- 1 INSURANCE OF ALABAMA 3333
- 2 INSURANCE OF ARIZONA 4444

CHOOSE 1-2: 2 INSURANCE OF ARIZONA 4444

COMMENT: Comment goes here. Enter justification for Arizona.

Insurance of Arizona - 4444 has been added to the list of Excluded Payers.

If auto-decrease is turned on, this payer will be excluded from auto-decrease too.

Treat the PAYER prompt as a toggle. If the user enters a payer that is already listed, remove the payer from the list. If the user enters a payer that is not listed, add the payer to the list.

EXCLUDED PAYERS:  
INSURANCE OF ARIZONA 4444  
INSURANCE OF KANSAS 2222

Select a Payer to add or remove from the exclusion list.

PAYER: INSURANCE OF KANSAS 2222

COMMENT: Comment goes here. Enter justification for Kansas.

Insurance of Kansas - 2222 has been removed from the list of Excluded Payers.

If auto-decrease is turned on, this payer will no longer be excluded from auto-decrease.

Select a Payer to add or remove from the exclusion list.

PAYER: INSURANCE OF ALABAMA 3333

COMMENT: Comment goes here. Enter justification for Alabama.  
Insurance of Alabama - 3333 has been added to the list of Excluded Payers.  
If auto-decrease is turned on, this payer will be excluded from auto-decrease too.

Select a Payer to add or remove from the exclusion list.

When the user presses enter without entering a payer, list the excluded payers a second time if there were any changes to the list.

Select a Payer to add or remove from the exclusion list.  
PAYER:

EXCLUDED PAYERS:  
INSURANCE OF ALABAMA 3333  
INSURANCE OF ARIZONA 4444

If the user turns on auto-posting, excludes payers and turns auto-posting off, then keep the excluded payers but do not display the excluded payers unless auto-posting is turned on again.

#### **4.1.4 Site Parameters for Medical Auto-Post – Default Parameter for Excluding Payers from Auto-posting of Medical Claims**

The EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] neither requires excluded payers nor contains default excluded payers.

#### **4.1.5 Site Parameters for Medical Auto-Post – Comment for Excluding Payers from Auto-posting of Medical Claims**

The EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] contains a comment question that is required if a user adds or removes a payer exclusion from auto-posting of third party medical claims.

#### **4.1.6 Site Parameters for Medical Auto-Post – Security Key for Parameter for Auto-posting of Medical Claims**

The EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] requires a user to hold security key RCDPE AUTO DEC to edit any parameter question concerning auto-posting of third party medical claims. The key is required at the menu option level.

#### **4.1.7 Site Parameters for Medical Auto-Post – Audit for Auto-posting of Medical Claims**

The system captures and maintains an audit trail of the user name, user initials, date, time, previous value, new value, and/or addition or deletion of payer exclusions for each edit of a parameter associated with auto-posting of medical claims.

## 4.2 System Feature: Site Parameters for Medical Auto-Decrease

### 4.2.1 Site Parameters for Medical Auto-Decrease – Parameter for Auto-decrease of Medical Claims

If auto-posting of third party medical claims is enabled for the site, the EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] contains a parameter question to allow sites to enable or disable auto-decrease of third party medical claims, with an initial default value of disabled.

```
NUMBER OF DAYS EFT UNMATCHED: 5//  
NUMBER OF DAYS ERA UNMATCHED: 7//  
  
ENABLE AUTO-POSTING OF MEDICAL CLAIMS (Y/N): Y//  
  NO CURRENTLY EXCLUDED PAYERS  
  
Select a Payer to add or remove from the exclusion list.  
PAYER:  
  
ENABLE AUTO-DECREASE OF MEDICAL CLAIMS (Y/N): N//
```

The first default for auto-decrease should be NO. After the user answers the question, that new answer is used as the next default value.

The question only displays if auto-posting of third party medical claims is enabled.

### 4.2.2 Site Parameters for Medical Auto-Decrease – Parameter for Auto-decrease Timeframe of Medical Claims

If auto-decrease of third party medical claims is enabled for the site, the EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] contains a parameter question to allow sites to specify the number of days to wait before an automatic decrease adjustment is made for a third party medical claim, with an initial default value of null and a required response of 0 to 7 days.

The question only displays if auto-decrease of third party medical claims is enabled.

The number of days are the number of days that have elapsed since auto-posting completed.

### 4.2.3 Site Parameters for Medical Auto-Decrease – Parameter for Auto-decrease Amount of Medical Claims

If auto-decrease of third party medical claims is enabled for the site, the EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] contains a parameter question to allow sites to specify the maximum claim dollar amount of an automatic decrease adjustment that is made for a third party medical claim, with an initial default value of null and a required response from 1 to 1500 dollars.

The question only displays if auto-decrease of third party medical claims is enabled.

The dollar amount is represented without cents.

```
ENABLE AUTO-DECREASE OF MEDICAL CLAIMS (Y/N): Y//  
NUMBER OF DAYS TO WAIT BEFORE AUTO-DECREASE (0-7):
```

MAXIMUM DOLLAR AMOUNT TO AUTO-DECREASE (1-1500):

#### **4.2.4 Site Parameters for Medical Auto-Decrease – Parameter for Excluding Payers from Auto-decrease of Medical Claims**

If auto-decrease of third party medical claims is enabled for the site, the EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] contains a parameter question to allow sites to exclude specific payers from auto-decrease of third party medical claims by selecting payer name or payer ID.

The auto-decrease exclusion of payers work the same way as the auto-post exclusion of payers. Reference 2.6.1.3.

#### **4.2.5 Site Parameters for Medical Auto-Decrease – Default Parameter for Excluding Payers from Auto-decrease of Medical Claims**

The EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] does not require payers nor contain default payers for the parameter question to allow sites to exclude specific payers from auto-decrease of third party medical claims.

#### **4.2.6 Site Parameters for Medical Auto-Decrease – Comment for Excluding Payers from Auto-decrease of Medical Claims**

The EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] contains a comment question that is required if a user adds or removes a payer exclusion from auto-decrease of third party medical claims.

#### **4.2.7 Site Parameters for Medical Auto-Decrease - Security Key for Parameter for Auto-decrease of Medical Claims**

The EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] requires a user to hold security key RCDPE AUTO DEC to edit any parameter question concerning auto-decrease of third party medical claims. The key will be required at the menu option level.

#### **4.2.8 Site Parameters for Medical Auto-Decrease - Audit for Auto-decrease of Medical Claims**

The system captures and maintains an audit trail of the user name, date, time, previous value, new value, and/or addition or deletion of payer exclusions for each edit of a parameter associated with auto-decrease of medical claims.

#### **4.2.9 Site Parameters for Pharmacy Auto-Post - Parameter for Auto-posting Pharmacy Claims**

The EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] displays an informational parameter to show that auto-posting for Pharmacy claims is disabled. This line is informational and cannot be edited.

NUMBER OF DAYS EFT UNMATCHED: 5//  
NUMBER OF DAYS ERA UNMATCHED: 7//

ENABLE AUTO-POSTING OF MEDICAL CLAIMS (Y/N): N//

ENABLE AUTO-DECREASE OF MEDICAL CLAIMS (Y/N): N//

ENABLE AUTO-POSTING OF PHARMACY CLAIMS (Y/N): N

The informational parameter for auto-posting of pharmacy claims come after the auto-decrease of medical claims parameter questions.

### **4.3 System Feature: Posting Prevention**

#### **4.3.1 Posting Prevention - Posting Prevention for Medical Claims**

The EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] contains a parameter question to allow sites to set the number of calendar days beyond which unposted medical payments (EFTs) will prevent the user from posting newer medical EFTs without posting the older payments first.

A value of 21 will be filed with the patch installation. The user can reset the value to a number between 14 and 99, inclusive, but the user cannot delete the value.

NUMBER OF DAYS EFT UNMATCHED: 5//

NUMBER OF DAYS ERA UNMATCHED: 7//

ENABLE AUTO-POSTING OF MEDICAL CLAIMS (Y/N): N//

ENABLE AUTO-DECREASE OF MEDICAL CLAIMS (Y/N): N//

ENABLE AUTO-POSTING OF PHARMACY CLAIMS (Y/N): N

NUMBER OF DAYS (AGE) OF UNPOSTED MEDICAL EFTS TO PREVENT POSTING: 21//

#### **4.3.2 Posting Prevention - Posting Prevention for Pharmacy Claims**

The EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] contains a parameter question to allow sites to set the number of calendar days beyond which unposted pharmacy payments (EFTs) will prevent the user from posting newer pharmacy EFTs without posting the older payments first.

A value of 999 is filed with the patch installation. The user can reset the value to a number between 21 and 999, inclusive, but the user cannot delete the value.

NUMBER OF DAYS EFT UNMATCHED: 5//

NUMBER OF DAYS ERA UNMATCHED: 7//

ENABLE AUTO-POSTING OF MEDICAL CLAIMS (Y/N): N//

ENABLE AUTO-DECREASE OF MEDICAL CLAIMS (Y/N): N//

ENABLE AUTO-POSTING OF PHARMACY CLAIMS (Y/N): N

NUMBER OF DAYS (AGE) OF UNPOSTED MEDICAL EFTS TO PREVENT POSTING: 21// NUMBER OF DAYS (AGE) OF UNPOSTED PHARMACY EFTS TO PREVENT POSTING: 30//
---

#### **4.4 System Feature: Site Parameter Reporting - Report for Auto-processing**

##### **4.4.1 Site Parameter Reporting - Report for Auto-processing**

The SITE PARAMETER EDIT [RCDPE SITE PARAMETER] menu contains a new option of EDI Lockbox Parameters Report [RCDPE SITE PARAMETER REPORT] to display or print the EDI Lockbox Parameters.

##### **4.4.2 Site Parameter Reporting - Report for Auto-processing Audit**

The SITE PARAMETER EDIT [RCDPE SITE PARAMETER] menu contains two new options of EDI Lockbox Parameters Audit Report [RCDPE SITE PARAMETER AUDIT REPORT] and EDI Lockbox Exclusion Audit Report [RCDPE SITE EXCLUSION AUDIT REPORT] to display or print the EDI Lockbox Parameters audit.

##### **4.4.3 Site Parameter Reporting - Database for Payer**

The system includes a database of payer names, payer IDs, and the date on which the payer was added to the database, stored in such a way that allows for user selection of a name or payer ID.

##### **4.4.4 Site Parameter Reporting - Populate Database for Payer**

The system populates entries into the database using information from the ERA table.

##### **4.4.5 Site Parameter Reporting - Maintain Database for Payer**

The system maintains the database in such a way that new payers in the file ELECTRONIC REMITTANCE ADVICE (344.4) are available for user selection.

##### **4.4.6 Site Parameter Reporting - Add Exclusion of all Payers for IOC**

For all new parameter questions that exclude by payer, the system provides field test sites to start testing with all payers excluded, filing with a user name of POSTMASTER and a comment of "Auto Addition - Beginning of Field Test / IOC". This addition of all payer exclusions is not available to sites after national release.

##### **4.4.7 Site Parameter Reporting - Remove Exclusion of all Payers for IOC**

For all new parameter questions that exclude by payer, the system provides field-test sites to remove all payer exclusions, filing with a user name of POSTMASTER and a comment of "Auto Deletion - End of Field Test / IOC". This removal of all payer exclusions is not available to sites after national release.

##### **4.4.8 Site Parameter Reporting - Report for Payers**

The EDI LOCKBOX REPORTS MENU [RCDPE EDI LOCKBOX REPORTS MENU] contains a new option of PAYER EXCLUSION NAME / ID REPORT [RCDPE PAYER EXCLUSION NAME ID] to show the payers, with columns for payer name, payer ID, and the date on which the payer was added to the database.

Select EDI Lockbox Reports Menu Option: Payer Exclusion Name / ID Report

DEVICE: HOME// UCX/TELNET Right Margin: 80//

PAYER EXCLUSION NAME / ID REPORT Page: 1  
RUN DATE: 11/27/13@18:47:14

PAYER ID	PAYER NAME	DATE ADDED
111111	PAYER NAME ONE	11/27/13
222222	PAYER NAME TWO	11/27/13
333333	PAYER NAME THREE	11/27/13
444444	PAYER NAME FOUR	11/27/13

Enter RETURN to continue or '^' to exit:

#### 4.5 System Feature: Transfer EEOB- Remove Transfer EEOB

##### 4.5.1 Transfer EEOB- Remove Transfer EEOB

The EDI LOCKBOX 3RD PARTY EXCEPTIONS [RCDPE EXCEPTION PROCESSING] ListManager screen for Data Exceptions no longer contains the action Transfer EEOB; although, the coding executed by the action remains on the system.

##### 4.5.2 Transfer EEOB - Remove EEOB Transfer Report

The EDI LOCKBOX REPORTS MENU [RCDPE EDI LOCKBOX REPORTS MENU] no longer contains the option EEOB TRANSFER REPORTS [RCDPE EOB TRANSFER REPORTS]; although, the coding executed by the option remains on the system.

#### 4.6 System Feature: Exception List- Security Key for Delete Message Action

##### 4.6.1 Exception List- Security Key for Delete Message Action

The EDI LOCKBOX 3RD PARTY EXCEPTIONS [RCDPE EXCEPTION PROCESSING] action of Delete Message requires a new security key; RCDPE ERA EXCEPT.

#### 4.6.2 Exception List- Restrict Delete Message Action

The EDI LOCKBOX 3RD PARTY EXCEPTIONS [RCDPE EXCEPTION PROCESSING] action of Delete Message displays an error message and returns the user to the main screen under the following condition:

ERA has a payment method of Automatic Clearing House (ACH)

Select EDI LBox EEOB Transmission Exception: 2  
Deletion is not allowed. The ERA has a payment method of ACH.

#### 4.6.3 Exception List- Transfer Message

The system no longer displays the transfer message for data exceptions.

**LOCKBOX EEOB DATA EXCEPTIONS** Nov 27, 2013@16:01:40 Page: 2 of 2

EEOB DETAIL DATA WITH EXCEPTION CONDITIONS

#	Trace #	EOB Date
+	Insurance Co Name/ID	
7	999999995523333333	9/20/10
	FEDERAL EMPLOYEES HEALTH /1382242132	
	Seq #: 1 Bill: *ECME1234566 Pt: PUBLIC,JOHN Q Pd: 12.24	
	**Exception: VALID BILL NOT FOUND (TRANSFER NEEDED IF NOT YOURS)	

#### 4.6.4 Exception List- Filter Question

The system has a filter question for medical or pharmacy before displaying the exceptions.  
INCLUDE EXCEPTIONS FOR (M)EDICAL, (P)HARMACY, OR (B)OTH

#### 4.6.5 Exception List- Pharmacy Claim Comment Action

The EDI LOCKBOX 3RD PARTY EXCEPTIONS [RCDPE EXCEPTION PROCESSING] screen for data exceptions contains an action for Pharmacy Claim Comment that allows a user to enter a one line comment for a non-released prescription.

<u>View/Print Message</u>	<u>Transfer EEOB</u>	<u>Pharmacy Claim Comment</u>
<u>File EEOB in IB</u>	<u>Edit Claim #</u>	<u>Exit</u>
<u>Remove Exception</u>	<u>TPJI</u>	

Select Action: Next Screen// ph Pharmacy Claim Comment  
Select EDI LBox EEOB Data Exception(s): (1-4): 2

Selection #: 2 7777777

Comment: This is a pharmacy comment for bill #7777777 that will display on the screen.

Only the most recent comment is stored and displayed.

#### 4.6.6 Exception List- Display Pharmacy Data

The EDI LOCKBOX 3RD PARTY EXCEPTIONS [RCDPE EXCEPTION PROCESSING] screen for data exceptions displays the following for pharmacy claims: ECME number, release date, comment.

LOCKBOX EEOB DATA EXCEPTIONS Dec 18, 2013@08:57:36		Page: 1 of 3
EEOB DETAIL DATA WITH EXCEPTION CONDITIONS		
#	Trace #	EOB Date
-----Insurance Co Name/ID-----		
1	63025	
AETNA/1234567890		
Seq #:	2	Bill: *7777777 Pt: ARPATIENT,ONE Pd: 43.36
ECME #:	76523098	Release Date: 12/16/10
Comment: Pharmacy comment goes here.		
**Exception: VALID BILL NOT FOUND (TRANSFER NEEDED IF NOT YOURS)		

#### 4.6.7 Exception List – Allow Suspense in Exceptions

The EDI LOCKBOX 3RD PARTY EXCEPTIONS [RCDPE EXCEPTION PROCESSING] screen for data exceptions shall allow an entry that is not a valid A/R Bill for the Edit Claim # action. The Edit Claim # action currently removes the EEOB from the exception list and will continue to function that way.

View/Print Message	Edit Claim #	Exit
File EEOB in IB	TPJI	
Remove Exception	Pharmacy Claim Comment	
Select Action: Next Screen// ED Edit Claim #		
Select EDI LBox EEOB Data Exception(s): (96-99): 97		
Selection #: 97 4343434		
Select A/R Bill this EEOB is actually paying on: SUSPENSE		
THIS CLAIM WAS NOT FOUND IN YOUR AR. DO YOU WANT TO CONTINUE?: NO//		
YES		
EEOB Filed.		
PRESS RETURN TO CONTINUE		

## 4.7 System Feature: Verification of EEOB Detail against Bill Detail

### 4.7.1 Verification of EEOB Detail against Bill Detail - Remove Case Sensitivity

The system automatically performs verification of the EEOB detail against the bill detail without regard to case sensitivity for the first five characters of the patient's last name, date of service, bill number or claim number, social security number or patient ID, and the amount billed.

## 4.8 System Feature: EEOB Worklist

### 4.8.1 EEOB Worklist - Remove Adjust (Inc/Dec) Action

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] no longer contains the action Adjust (Inc/Dec) on the Research Menu ListManager screen; however, the coding executed by the action remains on the system.

### 4.8.2 EEOB Worklist - Exception Indicator

The system displays an "x" indicator before the ERA number on the EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] if any exception exists for the ERA.

There is no need to display "-" with the indicator for an exception. Once the exception is resolved, the indicator of "x" no longer displays and the "-" displays next to the ERA number to indicate that there is no scratchpad.

#	ERA #	TRACE#	PAYER NAME/MATCH STATUS	ERA PAID DT	TOT AMT PAID	DT REC'D
1	x4667	000032974	3/31/05	7.46	3/31/05	
			THE COMMUNITY HOSPITAL		APPROX # EEOBs: 1	

### 4.8.3 EEOB Worklist - Exception Error Message

If a data exception exists for a medical ERA, the system denies a user access to select that medical ERA from the EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] by displaying the following message, requiring the user to press enter to continue and return the user to the Worklist display:

ACCESS DENIED: Scratchpad creation is not allowed when Exceptions exist. Fix Transmission Exceptions first and then Data Exceptions via the EXC EDI Lockbox 3rd Party Exceptions option, located on the EDI Lockbox Main Menu.

Press enter to continue.

### 4.8.4 EEOB Worklist – Warning for View/Print ERA

If a data exception exists for a medical ERA, the system shall display a warning for action View/Print ERA on the EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] by

displaying the following message, requiring the user to press enter to continue before viewing and/or printing:

WARNING: Fix Transmission Exceptions first and then Data Exceptions via the EXC EDI Lockbox 3rd Party Exceptions option, located on the EDI Lockbox Main Menu.

Press enter to continue.

#### 4.8.5 EEOB Worklist - Posting Warning for Medical Claims

If there are un-posted payments (EFTs) associated with third party medical claims more than 14 calendar days old, the system displays a warning message for action Select ERA on the EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST], requiring the user to press enter to continue:

WARNING: Unposted EFTs exist that are more than 14 days old. Post the older payments first. The EFTs may be matched or unmatched.

Trace#, Trace#, Trace#

Press enter to continue.

Unmatched EFTs, since they have not yet been matched with an ERA record, are handled as though they are associated with third party medical claims.

Does not consider EFTs that are older than two months prior to national release..

An EFT is no longer considered for posting prevention under either of the following conditions:

- The EFT is matched to an ERA with a detail post status of POSTED.
- The EFT is matched to a paper EOB and the status of the receipt is processed.

#### 4.8.6 EEOB Worklist - Posting Prevention for Medical Claims

If there are un-posted payments (EFTs) associated with third party medical claims, aged more than the number of days specified in site parameters, the system displays an error message for action Select ERA on the EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST], requiring the user to press enter:

ERROR: Unposted EFTs exist that are more than 21 days old. Scratchpad creation is not allowed for newer payments. Post older payments first. The EFTs may be matched or unmatched.

Trace#, Trace#, Trace#

Press enter to continue.

If the user has selected an ERA that is 14 days or older, the user can create the scratchpad.

If an override exists, the user can create the scratchpad.

If the user has selected an ERA that has been received within 14 days and there is no override, the user is returned to the ListManager screen.

Unmatched EFTs, since they have not yet been matched with an ERA record, are handled as though they are associated with third party medical claims.

Does not consider EFTs that are older than two months prior to national release.

An EFT is no longer considered for posting prevention under either of the following conditions:

- The EFT is matched to an ERA with a detail post status of POSTED.
- The EFT is matched to a paper EOB and the status of the receipt is processed.

#### **4.8.7 EEOB Worklist - Posting Warning for Pharmacy Claims**

If there are un-posted payments (EFTs) associated with pharmacy claims more than 21 calendar days old, the system displays a warning message for action Select ERA on the EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST], requiring the user to press enter to continue:

WARNING: Unposted EFTs exist for pharmacy claims that are more than 21 days old.  
Post the older payments first.

Trace#, Trace#, Trace#

Press enter to continue.

Does not consider EFTs that are older than two months prior to national release.

An EFT is no longer considered for posting prevention under either of the following conditions:

- The EFT is matched to an ERA with a detail post status of POSTED.
- The EFT is matched to a paper EOB and the status of the receipt is processed.

#### **4.8.8 EEOB Worklist - Posting Prevention for Pharmacy Claims**

If there are un-posted payments (EFTs) associated with pharmacy claims, aged more than the number of days specified in site parameters, the system displays an error message for action Select ERA on the EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST], requiring the user to press enter to continue:

ERROR: Unposted EFTs exist for pharmacy claims that are more than 30 days old.  
Scratchpad creation is not allowed for newer payments. Post older payments first.

Trace#, Trace#, Trace#

Press enter to continue

If the user has selected an ERA that is 21 days or older, the user can create the scratchpad.

If an override exists, the user can create the scratchpad.

If the user has selected an ERA that is has been received within 21 days and there is no override, the user is returned to the ListManager screen.

Does not consider EFTs that are older than two months prior to national release.

An EFT is no longer considered for posting prevention under either of the following conditions:

- The EFT is matched to an ERA with a detail post status of POSTED.
- The EFT is matched to a paper EOB and the status of the receipt is processed.

#### 4.8.9 EEOB Worklist - Rename the Option

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] is renamed to ERA WORKLIST [RCDPE EDI LOCKBOX WORKLIST].

#### 4.8.10 EEOB Worklist - Split/Edit Action

The system transfers the correct payer information when splitting or editing an EEOB with different payer names. The correct payer information matches the information sent with the ERA.

#### 4.8.11 EEOB Worklist - View/Print ERA Displays ECME Number

The system displays the ECME number for pharmacy claims for action View/Print ERA on the EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST].

```
EDI LOCKBOX WORKLIST - ERA DETAIL          1/30/14    Page: 1
=====
**ERA SUMMARY DATA**
TRACE NUMBER: B0055713489          INSURANCE CO ID: 1731128555
ERA DATE: FEB 01, 2011             TOTAL AMOUNT PAID: 21.24
PAYMENT FROM: UNITED AMERICAN INSURANCE COMPANY
FILE DATE/TIME: FEB 02, 2011@18:18:56
EFT MATCH STATUS: MATCHED TO PAPER CHECK
ERA TYPE: ERA                      INDIVIDUAL EOB COUNT: 1
MAIL MESSAGE: 3519245             CHECK #: B0055713489
DETAIL POST STATUS: NOT POSTED     EXPECTED PAYMENT METHOD CODE: CHK

**EEOB DETAIL DATA**
SEQUENCE #: 1                      EOB DETAIL: K100U6D
AMOUNT PAID: 21.24
INSURANCE COMPANY ON BILL: UNITED AMERICAN INS CO
FREE TEXT PATIENT NAME: xxxxxxxx,xxxxxxx
PATIENT: xxxxxxxxxxxx,xxxxxxxx/XXXX CLAIM #: 442-K100U6D
ECME #: 123456789121

**EOB PROVIDER(S)/NPI             CLAIM PROVIDER(S)/NPI**
Enter RETURN to continue or '^' to exit:
```

#### 4.8.12 EEOB Worklist - Remove Batch Question

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] action to Select ERA no longer allows the user to split the ERA into batches.

#### 4.8.13 EEOB Worklist - Remove Hide/Display Batch Action

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] no longer contains the action Hide/Display Batch; however, the coding executed by the action shall remain on the system.

#### 4.8.14 EEOB Worklist - User-Entered Pharmacy Comment

The system displays the user-entered pharmacy comment for action View/Print ERA on the EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST].

### 4.9 System Feature: Unposted Payment Override

#### 4.9.1 Unposted Payment Override - New Option

The system contains new option UNPOSTED EFT OVERRIDE [RCDPE UNPOSTED EFT OVERRIDE] that is available to user who holds security key RCDPE AGED PMT.

#### 4.9.2 Unposted Payment Override – New Option Text

UNPOSTED EFT OVERRIDE [RCDPE UNPOSTED EFT OVERRIDE] shall display current error and/or warning messages, prompt the user to override for Medical or Pharmacy and require an override reason.

Current Warning and/or Error messages for Unposted EFTs:

WARNING: Unposted EFTs exist for pharmacy claims that are more than 21 days old.

ERROR: Unposted EFTs exist for third party medical claims that are more than 21 days old. Scratchpad creation is not allowed for newer payments.

An override will allow unrestricted scratchpad creation for one day.

Do you want to continue (Y/N)?

Override for (M)edical or (P)harmacy?

Reason for Override:

File comment, the user name and date/time stamp.

The override is not payer specific.

### 4.9.3 Unposted Payment Override - Outlook Message

The system sends an Outlook message when an override occurs, using distribution groups specified when the patch is installed into production.

Subject: EDI LBOX-STA# 500-Unposted EFTs Override 11/15/13@19:02

Current Warning and/or Error messages for Unposted EFTs:

WARNING: Unposted EFTs exist for pharmacy claims that are more than 21 days old.

ERROR: Unposted EFTs exist for third party medical claims that are more than 21 days old. Scratchpad creation is not allowed for newer payments.

Medical Override Details

User: Lastnm, Firstnm

Date/Time: 11/15/13@19:00

Reason for Override: Short staffed due to event XYZ

## 4.10 System Feature: Select ERA Question

### 4.10.1 Select ERA Question- Select ERA Question

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] action to Select ERA displays the following question, with no default, when a user selects an ERA that does not have a scratchpad:

NO WORKLIST SCRATCHPAD ENTRY EXISTS FOR THIS ERA  
(C)REATE SCRATCHPAD, (V)IEW ERA DETAILS or (E)XIT:

### 4.10.2 Select ERA Question- Create Scratchpad

The action to Select ERA creates a scratchpad using existing functionality, if the user selects CREATE SCRATCHPAD.

### 4.10.3 Select ERA Question- View ERA Details

The action to Select ERA executes the functionality for action VIEW/PRINT ERA, if the user selects VIEW ERA DETAILS and does not create a scratchpad.

### 4.10.4 Select ERA Question- Exit

The action to Select ERA returns the user to the EEOB Worklist, if the user selects EXIT or presses enter without a selection or enters "^".

## 4.11 System Feature: EEOB Worklist Filter

### 4.11.1 EEOB Worklist Filter- Change View Action

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] ListManager screen contains a new action, Change View, to filter the data displayed, based on the user's response to the Change View questions.

The Change View action is specific to a user.

### 4.11.2 EEOB Worklist Filter- Move Current Filter Questions

The Change View action contains the following questions instead of prompting the user each time the worklist is accessed:

```
ERA POSTING STATUS: UNPOSTED//  
ERA-EFT MATCH STATUS: BOTH//  
(A)LL PAYERS, (R)ANGE OF PAYER NAMES: ALL//
```

The question of “(L)ist or (S)pecific” is displayed each time a user accesses the worklist.

The question of “LIMIT THE SELECTION TO A DATE RANGE WHEN THE ERA WAS RECEIVED” is displayed each time a user accesses the worklist.

### 4.11.3 EEOB Worklist Filter- Auto-Posting, Non-Auto-Posting or Both

The Change View action contains a question for Auto-posting, Non-Auto-posting or Both:  
DISPLAY (A)UTO-POSTING, (N)ON AUTO-POSTING, OR (B)OTH: B//

### 4.11.4 EEOB Worklist Filter- Medical, Pharmacy or Both

The Change View action contains a question for Medical, Pharmacy or Both:  
(M)EDICAL, (P)HARMACY, OR (B)OTH: M//

### 4.11.5 EEOB Worklist Filter- Preferred View

The Change View action contains a required question to save as a preferred view and store the answers to the Change View questions if the user answers "Y":

DO YOU WANT TO SAVE THIS AS YOUR PREFERRED VIEW (Y/N)?:

The preferred view is specific to a user.

### 4.11.6 EEOB Worklist Filter- Preferred View Initialization

When a user selects the EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] option, the system executes the Change View action if the user does not have a preferred view.

### 4.11.7 EEOB Worklist Filter- Filter Displayed in Heading

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] ListManager screen displays a line at the top of the heading to indicate the Change View display selected by the user:

SELECTED: MATCH STATUS: BOTH      POST STATUS: UNPOSTED  
 DATE RANGE : NONE SELECTED AUTO-POSTED & NON AUTO-POSTED  
 MEDICAL & PHARMACY CLAIMS  
 ALL PAYERS

## 4.12 System Feature: ERA Unmatched Aging Report

### 4.12.1 ERA Unmatched Aging Report - Exception Indicator

The system displays an "x" indicator before the AGED DAYS on the ERA UNMATCHED AGING REPORT [RCDPE ERA AGING REPORT] if an exception exists for the ERA.

AGED DAYS	TRACE #	PAYMENT FROM/ID FILE DATE	AMOUNT PAID	EEOB CNT	ERA DATE ERA #
=====					
TOTALS:					
NUMBER AGED ELECTRONIC ERA MESSAGES FOUND: 80					
AMOUNT AGED ELECTRONIC ERA MESSAGES FOUND: \$69,971.16					
=====					
x3147	850392408	CONNECTICUT GENERAL LIFE INSURANCE/1060303370 4/8/05	58.69 3	4843	4/5/05
EEOB Seq #: 1 EEOB on file for K502DDI 3.39					
EEOB Seq #: 2 EEOB on file for K502C5V 24.61					

## 4.13 System Feature: Scratchpad Filter- Change View Action

### 4.13.1 Scratchpad Filter- Change View Action

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] scratchpad ListManager screen contains a new action, CV Change View, to filter the data displayed, based on the user's response to the Change View questions.

The Change View action is specific to a user.

### 4.13.2 Scratchpad Filter- Order of Payments

The Change View action contains a question for Order of Payments instead of prompting the user each time the scratchpad is accessed:

ORDER OF PAYMENTS: NO ORDER//

### 4.13.3 Scratchpad Filter- Unposted Lines or All Lines

The Change View action contains a question which only applies to auto-posted ERAs for display of un-posted EEOBs, posted EEOBs or all EEOBs:

DISPLAY FOR AUTO-POSTED ERAS: (U)NPOSTED EEOBS, (P)OSTED EEOBS, OR (A)LL : U//

### 4.13.4 Scratchpad Filter- Zero Payments Order

The Change View action contains a question to order zero payments:

ORDER OF PAYMENTS: ZERO-PAYMENTS FIRST// ?

Enter the code corresponding to the sort order the user last used when accessing the worklist entry.

Choose from:

N NO ORDER  
F ZERO-PAYMENTS FIRST  
L ZERO-PAYMENTS LAST

ORDER OF PAYMENTS: ZERO-PAYMENTS FIRST//

### 4.13.5 Scratchpad Filter- Preferred View

The Change View action contains a required question to save as a preferred view and store the answers to the Change View questions if the user answers "Y":

DO YOU WANT TO SAVE THIS AS YOUR PREFERRED VIEW (Y/N)?:

### 4.13.6 Scratchpad Filter- Preferred View Initialization

When a user selects an ERA from the EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST], the system executes the Change View action if the user does not have a preferred view.

### 4.13.7 Scratchpad Filter- Filter Displayed in Heading

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] scratchpad ListManager screen displays a line at the top of the heading to indicate the Change View display selected by the user:

View: No order, auto-posing, un-posted lines, zero payments.

## 4.14 System Feature: Scratchpad

### 4.14.1 Scratchpad- Remove Batch Maintenance Action

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] scratchpad ListManager screen no longer contains the action Batch Maintenance; however, the coding executed by the action shall remain on the system.

#### 4.14.2 Scratchpad- Remove Research Menu Actions

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] scratchpad ListManager screen for Research Menu no longer contains the actions Release Hold, On Hold List, and Claims Match Rpt; however, the coding executed by the actions remain on the system.

#### 4.14.3 Scratchpad- Ignore Payment Retraction Pairs

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] scratchpad ignores payment retraction pairs for claims when the following conditions are met, without regard to case sensitivity:

- Payment/Retraction pair is in the same ERA
- The first 5 characters of the patient's last name match
- The dates of service match
- The bill numbers or claim numbers match
- The social security numbers or patient IDs match

The amounts billed sum to zero, such as +5 and -5.

The payment/retraction pairs are displayed in TPJI.

#### 4.14.4 Scratchpad- Pharmacy Fees

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] scratchpad automatically process's fees at a line level.

#### 4.14.5 Scratchpad- EEOB Screen Display

For pharmacy claims, The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] scratchpad ListManager screen displays ECME #, prescription number, fill number, release status, and date of service.

**EEOB Worklist/Scratch Pad** Jan 14, 2014@20:17:44 Page: 1 of 1

ERA Entry #: 87705 Total Amt Pd: 3127.85

Payer Name/ID: ANTHEM BCBS OF WISCONSIN/1390138065

PAPER CHECK #: 6952887

1 EEOB Seq # On ERA: ADJ1 Net Payment Amt: -1.10  
1.001\*\*\*ADJUSTMENT AT ERA LEVEL  
Payment Amt: 0.00 Total Adjustments: -1.10 Net: -1.10  
ADJUSTMENTS:  
1. Non-specific retraction (ref# LATE CHARGE ): -1.10

.....  
2 EEOB Seq # On ERA: 1 Net Payment Amt: 12.24  
2.001 Claim #: 000111 Patient/Last 4:  
Claim Bal: 0.00 Billed Amt: 0.00 Amt To Post: 12.24  
Svc Dt: 10/26/89 COB: NO Rx Copay: NON-EXEMPT Means Tst: ??  
Payment Amt: 12.24 Total Adjustments: 0.00 Net: 12.24  
ECME #: 76523098  
Rx/Fill/Release Status: 1234567/1/Released  
DOS: 1/4/13

#### **4.14.6 Scratchpad- Display Auto-Posted ERA**

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] scratchpad ListManager screen and Worklist Research screen displays auto-posted ERAs with a receipt at the EEOB level and an Auto-Post Date at the ERA level that is only displayed when the ERA is completely posted.

#### **4.14.7 Scratchpad- Unavailable Actions for Auto-Posted ERA**

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] scratchpad ListManager screen makes the following actions unavailable for auto-posted ERAs:

- Split/Edit a Line
- Distribute Adj Amts
- Refresh Scratch Pad
- Verify

#### **4.14.8 Scratchpad- Available Actions for Auto-Posted ERA**

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] scratchpad ListManager screen makes the following actions available for auto-posted ERAs and will behave as non-auto posted ERAs that have receipts.

- Review Line
- EOB View/Print EEOB
- ERA View/Print ERA
- Exit

#### **4.14.9 Scratchpad- Look at Receipt Action for Auto-Posted ERA**

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] scratchpad ListManager screen makes available the action to Look at Receipt, with the following behavior:

- Receipt number displays at the EEOB level
- The user must select the receipt to view and only one receipt is displayed at one time
- The action is not available for un-posted EEOBs that are part of an auto-posted ERA

### **4.15 System Feature: Auto-Decrease for Medical Claim**

#### **4.15.1 Auto-Decrease for Medical Claim- Decrease Adjustment**

The system has a background job that automatically makes a decrease adjustment to the claim for the EEOB of a medical claim if the following criteria are met:

- Auto-posting of third party medical claims is enabled in the EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS]
- The payer is not excluded from auto-posting of third party medical claims in the EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS] and the EEOB is auto-posted
- Auto-decrease of third party medical claims is enabled in the EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS]

- The payer is not excluded from auto-decrease of third party medical claims in the EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS]
- The number of days since the EEOB was posted is equal to or greater than the number of days specified in the EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS]
- The residual balance on the EEOB is equal to or less than the dollar amount maximum specified in the EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS]
- The claim has not been referred to regional council or general council

#### 4.15.2 Auto-Decrease for Medical Claim- File for Medical Claim

The system files a contractual decrease adjustment for a medical claim and record the following:

- User - Postmaster
- Comment - Auto-Decrease Adjustment, Medical
- Date/Time Stamp
- Transaction Type – Decrease Adjustment

#### 4.15.3 Auto-Decrease for Medical Claim- Decrease Claim Amount

The system makes a contractual decrease adjustment with an adjustment amount that brings the claim balance to zero.

#### 4.15.4 Auto-Decrease for Medical Claim- Auto-Decrease Report

The EDI LOCKBOX REPORTS MENU [RCDPE EDI LOCKBOX REPORTS MENU] contains a new option of AUTO-DECREASE ADJUSTMENT REPORT [RCDPE AUTO DECREASE REPORT] which shows automatic decrease adjustments that have been applied.

The user is able to sort and/or select an Excel format.

```

Select EDI Lockbox Reports Menu Option: DC Auto Decrease Adjustment Report
Select division: ALL//
SORT BY OR (C)LAIM #, (P)AYER or PATIENT (N)AME?: CLAIM//PATIENT NAME
SORT PATIENT NAME (F)IRST TO LAST OR (L)AST TO FIRST?: FIRST TO LAST//
START DATE: t (NOV 27, 2013)
END DATE: NOV 27,2013// t (NOV 27, 2013)
EXPORT THE REPORT TO Microsoft Excel (Y/N): ? NO//

DEVICE: HOME// UCX/TELNET Right Margin: 80//

          EDI LOCKBOX AUTO DECREASE ADJUSTMENT REPORT          Page: 1
          RUN DATE: 11/27/13@18:47:14
          DIVISIONS: ALL
          DATE RANGE: 11/27/13 - 11/27/13 (Date Decrease Applied)

CLAIM #      PATIENT NAME      Payer      DECREASE AMT      DATE      CARC
=====
500-K111111  ARPATIENT, ONE      Payer One      1.00      11/27/13      23
  
```

500-K222222	ARPATIENT, TWO	Payer Two	1.77	11/27/13	
500-K333333	ARPATIENT, THREE	Payer Three	2.00	11/27/13	100
500-K444444	ARPATIENT, FOUR	Payer Four	.50	11/27/13	100
**TOTALS FOR DATE: 11/27/13 # OF DECREASE ADJUSTMENT: 4					
TOTAL AMOUNT OF DECREASE ADJUSTMENTS: \$5.27					
**** TOTALS FOR DATE RANGE: # OF DECREASE ADJUSTMENT: 4					
TOTAL AMOUNT OF DECREASE ADJUSTMENTS: \$5.27					
Enter RETURN to continue or '^' to exit:					

## 4.16 System Feature: Auto-Posting Medical Claims

### 4.16.1 Auto-Posting Medical Claims- Auto-Posting Claims

The system auto-posts for medical claims when the following conditions are met:

- Auto-posting is enabled in the EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS]
- The EEOB payer is not excluded from auto-posting in the EDI LOCKBOX PARAMETERS [RCDPE EDI LOCKBOX PARAMETERS]
- The Electronic Remittance Advice (ERA) does not have an exception
- The ERA does not contain interest
- The ERA does not contain an adjustment
- The Electronic Fund Transfer (EFT) and ERA are matched
- The EFT has been accepted by Financial Management System (FMS)
- The ERA negative payments all have a matching positive payment (+/- pairs)

### 4.16.2 Auto-Posting Medical Claims- Create and Process Receipt

The system creates a receipt and processes that receipt for medical claims when the following conditions are met:

- The ERA negative payments all have a matching positive payment (+/- pairs)
- The EEOB detail has been verified against bill detail
- The claim balance covers payment to be posted for all EEOBs
- The claim status is open for all EEOBs
- The claim has not been referred to regional council or general council
- The claim has not been terminated as a write off, indicated by a “WO” claim status

### 4.16.3 Auto-Posting Medical Claims- Auto-Posting Awaiting Resolution

The system sends an EEOB line to the Auto-Post Awaiting Resolution list when the conditions are met for auto-posting but at least one condition is not met to create and process a receipt. Stores the reason the EEOB line is sent to the Auto-Post Awaiting Resolution list.

## 4.17 System Feature: Auto-Posting

### 4.17.1 Auto-Posting - Run Nightly

The auto-posting process runs nightly and processes receipts, including EEOBs that were previously on the Auto-Post Awaiting Resolution list but are now in a state that can be processed. Once processing completes, the receipts continue to show up on reports as if a user processed the receipts.

### 4.17.2 Auto-Posting - Receipt Creation

The system creates a receipt for all EEOBs that can be auto-posted, even if all EEOBs in an ERA cannot be posted at the same time.

If all EEOBs in an ERA can be posted, there is no change to the way the receipt number is generated.

If only some of the EEOBs in an ERA can be posted, the receipt number has an alphabetic character on the end, starting with "A" and proceeding in order until all EEOBs have been posted. The base number stays the same.

Example #1

ERA has 10 lines

Auto-Posting Day #1

All lines are posted and the receipt number is E1234.

Example #2

ERA has 10 lines

Auto-Posting Day #1

The first 3 lines are posted and the receipt number is E1234A.

Auto-Posting Day #2

The next 2 lines are posted and the receipt number is E1234B.

Auto-Posting Day #3

The remaining 5 lines are posted and the receipt number is E1234C.

### 4.17.3 Auto-Posting - EEOB Worklist

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] displays an "A" indicator before the ERA number if auto-posting is complete for that ERA.

#	ERA #	TRACE#	PAYER NAME/MATCH STATUS	ERA PAID DT	TOT AMT PAID	DT REC'D
1	A4667	000032974				
			3/31/05	7.46	3/31/05	
			THE COMMUNITY HOSPITAL	APPROX # EEOBs: 1		

### 4.17.4 Auto-Posting - Ignore Payment Retraction Pairs

The system ignores payment retraction pairs for medical claims when the following conditions are met, without regard to case sensitivity:

- Payment/Retraction pair is in the same ERA
- The first 5 characters of the patient's last names match
- The dates of service match
- The bill numbers or claim numbers match

- The social security numbers or patient IDs match
- The amounts billed sum to zero, such as +5 and -5

#### 4.17.5 Auto-Posting - Status Change

The system makes the following status changes when a medical claim is successfully auto-posted:

Claim Status - Collected/Closed or Open (with residual balance)

Receipt Status – Closed

Detail Post Status – Posted or Posted Incomplete

Detail Post Status becomes Posted when all lines have been posted. Detail Post Status becomes Posted Incomplete if some lines have been posted but not all.

#### 4.17.6 Auto-Posting - AR Display

The system displays the auto-posted transactions within Accounts Receivable in the same manner as a manually posted transaction.

#### 4.17.7 Auto-Posting - FMS Data

The system continues to build data transactions to send to FMS using the same data format and structure that was used prior to the auto-post enhancements.

#### 4.17.8 Auto-Posting - Auto-Post Report

The EDI LOCKBOX REPORTS MENU [RCDPE EDI LOCKBOX REPORTS MENU] contains a new option of AUTO POST REPORT [RCDPE AUTO POST REPORT] to displayed information for auto-posted transactions.

### 4.18 System Feature: Match to ECME Claim

#### 4.18.1 Match to ECME Claim- Match to ECME Claim for Correct Fill

The system matches the 835 to the correct ECME claim for the correct pharmacy fill.

### 4.19 System Feature: Auto-Post Awaiting Resolution

#### 4.19.1 Auto-Post Awaiting Resolution- Screen Display

The AUTO-POST AWAITING RESOLUTION [RCDPEAPAR] option displays EEOB line items from one to many ERAs in a ListManager format, removing an EEOB line item after a receipt has been created and processed or marked for auto-post.

AUTO-POST - AWAITING RESOLUTION Nov 19, 2013@21:37:21 Page: 1 of 2					
Filter: ALL PAYERS, MEDICAL					
ERA#.Seq	Claim#	Post Amt	Post Date	Un-Post Bal	Payer Name/ID
1	87705.1	K307YUC	3000.41	11/1/13	127.44
ANTHEM BCBS OF WISCONSIN/1390138065					

2	87705.2	K307740	3000.41	11/1/13	127.44
	ANTHEM BCBS OF WISCONSIN/1390138065				
3	87721.1	K301PVD	439.41	11/3/13	39.36
	AETNA/1066033492				
4	87789.1	K301PVV	2004.09	11/19/13	75.90
	BLUE CROSS ANTHEM/106876219				
Select EEOB		View/Print ERA		Exit	
CV Change View					
Select Action: Next Screen//					

#### 4.19.2 Auto-Post Awaiting Resolution- Actions

The following actions are available from the ListManager screen and behave like actions on the existing worklist:

- Select EEOB
- View/Print ERA
- CV Change View
- Verify
- Exit

#### 4.19.3 Auto-Post Awaiting Resolution- All Payers or Range

The AUTO-POST AWAITING RESOLUTION [RCDPE AUTO-POST AWAITING RESOLUTION] option displays a question to select payers before showing the ListManager screen:

(A)LL PAYERS, (R)ANGE OF PAYER NAMES: ALL//

### 4.20 System Feature: Auto-Post Awaiting Resolution EEOB

#### 4.20.1 Auto-Post Awaiting Resolution EEOB- EEOB Screen Display

The system displays the EEOB detail when a user selects the Select EEOB action.

Only the unposted lines display.

The user returns to the Auto-Post Awaiting Resolution screen after exiting the EEOB display.

AWAITING RESOLUTION – Selected EEOB - Scratch Pad Nov 19, 2013@21:37:21 Page: 1 of

2

ERA Entry #: 87705 Total Amt Pd: 3127.85

Posted Amt: 3000.41 Un-posted balance: 127.44

Payer Name/ID: ANTHEM BCBS OF WISCONSIN/1390138065

EFT #/TRACE #: 1737/CC13312873

POSTED RECEIPT #(s): E123838

EEOB Seq # On ERA: 7 Net Payment Amt: 69.17

6.001 Claim #: K307YUC Patient/Last 4: TEST,PATIENT ONE/7017

Claim Bal: 69.17 Billed Amt: 69.17 Amt To Post: 69.17

Svc Dt: 1/4/13 COB: NO Rx Copay: NON-EXEMPT Means Tst: YES

Payment Amt: 69.17 Total Adjustments: 0.00 Net: 69.17

APAR Reason: Not Verified

```
+   Enter ?? for more actions
Split/Edit A Line      EOB View/Print EEOB
Mark for Auto-Post    Review Line      ERA View/Print ERA
Refresh Scratch Pad   Exit
Research Menu
Select Action: QUIT//
```

#### 4.20.2 Auto-Post Awaiting Resolution EEOB- EEOB Screen Actions

The following actions are available from the ListManager screen and behave like actions on the existing workload:

- Split/Edit A Line
- Mark for Auto-Post
- Refresh Scratch Pad
- Research Menu
- Review Line
- EOB View/Print EEOB
- ERA View/Print ERA
- Verify
- Exit

#### 4.20.3 Auto-Post Awaiting Resolution EEOB- Mark for Auto-Post

The ListManager screen contains a new action of Mark for Auto-Post that checks the EEOB for auto-posting criteria and marks the EEOB for auto-posting if all criteria are met.

The EEOB is removed from the Awaiting Resolution list once it is successfully marked for auto-posting.

If the EEOB cannot be successfully marked for auto-posting, it displays the reason the EEOB cannot be auto-posted.

Verification is not required before marking for auto-post.

```
+   Enter ?? for more actions
Split/Edit a Line      EOB View/Print EEOB      Review Line
Mark for Auto Post    ERA View/Print ERA      Verify
Refresh Scratch Pad   Research                  EXIT Select Action: QUIT// Mark for Auto-
Post
```

87705.7 has been marked for auto-post and has been removed from the Awaiting Resolution List.

## 4.21 System Feature: Auto-Post Awaiting Resolution View/Print ERA

### 4.21.1 Auto-Post Awaiting Resolution View/Print ERA - Add Auto-Post Status

The View/Print ERA action displays an Auto-Post Status of Completed or Not Completed, at the ERA summary level.

### 4.21.2 Auto-Post Awaiting Resolution View/Print ERA - Detail Post Status

The system contains a new value of POSTING INCOMPLETE for the Detail Post Status and changes the label to “ERA DETAIL POST STATUS”.

### 4.21.3 Auto-Post Awaiting Resolution View/Print ERA – Add Auto-Post Date

The View/Print ERA action shall display an Auto-Post Date for a status of completed, at the ERA summary level.

EDI LOCKBOX WORKLIST - ERA DETAIL		11/22/13	Page: 1
*****			
**ERA SUMMARY DATA**			
TRACE NUMBER: 013710099903824	INSURANCE CO ID: 1391263473		
ERA DATE: JAN 02, 2013	TOTAL AMOUNT PAID: 25.34		
PAYMENT FROM: HUMANA INC			
FILE DATE/TIME: JAN 02, 2014@21:57:42	RECEIPT: E12345678		
EFT MATCH STATUS: MATCHED	ERA TYPE: ERA		
AUTO-POST STATUS: NOT COMPLETED	AUTO-POST DATE: JAN 02, 2014		
INDIVIDUAL EOB COUNT: 2	MAIL MESSAGE: 37176080		
ERA DETAIL POST STATUS: POSTING INCOMPLETE	EXPECTED PAYMENT METHOD CODE: ACH		

### 4.21.4 Auto-Post Awaiting Resolution View/Print ERA – Receipt

The View/Print ERA action displays the Receipt at the EEOB detail level, regardless of posting.

**EEOB DETAIL DATA**	
SEQUENCE #: 1	EOB DETAIL: K306RI9
RECEIPT: E12345678A	
AMOUNT PAID: 15.42	
INSURANCE COMPANY ON BILL: HUMANA/VA MEDICAL	
FREE TEXT PATIENT NAME: XXXXXXXXXXXX BILLING PROVIDER NPI: 1275583619	
RENDERING/SERVICING PROV NPI: 1275583619	
ENTITY TYPE QUALIFIER: NON-INDIVIDUAL	
RENDERING/SERVICING PROV NAME: MADISON VAMC	
PATIENT: XXXXXXXX,XXXXXXXX/3607	CLAIM #: 607-K306RI9

**EEOB DETAIL DATA**	
SEQUENCE #: 2	EOB DETAIL: K306RIB
RECEIPT:	
AMOUNT PAID: 9.92	
INSURANCE COMPANY ON BILL: HUMANA/VA MEDICAL	
FREE TEXT PATIENT NAME: XXXXXXXX,XXXXXXXX BILLING PROVIDER NPI: 1275583619	
RENDERING/SERVICING PROV NPI: 1275583619	
ENTITY TYPE QUALIFIER: NON-INDIVIDUAL	
RENDERING/SERVICING PROV NAME: MADISON VAMC	

## 4.22 System Feature: Auto-Post Awaiting Resolution Filter

### 4.22.1 Auto-Post Awaiting Resolution Filter- Change View Action

The AUTO-POST AWAITING RESOLUTION [RCDPE AUTO-POST AWAITING RESOLUTION] ListManager screen contains a new action, CV Change View, to filter the data displayed, based on the user's response to the Change View questions.

The Change View action is specific to a user.

### 4.22.2 Auto-Post Awaiting Resolution Filter- All Payers or Range

The Change View action contains a question to select payers:

(A)LL PAYERS, (R)ANGE OF PAYER NAMES: ALL//

### 4.22.3 Auto-Post Awaiting Resolution Filter- Preferred View

The Change View action contains a required question to save as a preferred view and store the answers to the Change View questions if the user answers "Y":

DO YOU WANT TO SAVE THIS AS YOUR PREFERRED VIEW (Y/N)?:

### 4.22.4 Auto-Post Awaiting Resolution Filter- Preferred View Initialization

When a user selects the EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] option, the system executes the Change View action if the user does not have a preferred view.

### 4.22.5 Auto-Post Awaiting Resolution Filter- Filter Displayed in Heading

The EEOB WORKLIST [RCDPE EDI LOCKBOX WORKLIST] ListManager screen displays a line at the top of the heading to indicate the Change View display selected by the user:

Filter: ALL PAYERS

## 4.23 System Feature: Receipt Processing

### 4.23.1 Receipt Processing- Change Type of Payment

The RECEIPT PROCESSING [RCDP RECEIPT PROCESSING] action ER Edit Receipt allows the user to change the Type of Payment field and prompt "Are you sure", if the following conditions are met:

- Current value is EDI LOCKBOX
- New value is CHECK/MO PAYMENT
- OR-
- Current value is CHECK/MO PAYMENT
- New value is EDI LOCKBOX

### 4.23.2 Receipt Processing- Un-match the EFT

When a user successfully changes the Type of Payment from EDI LOCKBOX to CHECK/MO PAYMENT, the system marks the EFT as unmatched.

## **4.24 System Feature: Exception Bulletins- Remove Bulletins**

### **4.24.1 Exception Bulletins- Remove Bulletins**

The system no longer sends exception bulletins for the following:

- EDI LBOX EEOB - EXCEPTIONS
- EDI LBOX - NO VALID BILLS ON ERA
- EDI LBOX - ERA HAS ADJ/TAKEBACKS
- EDI LBOX ERA - DUPLICATE TRANSMISSION MSG
- EDI LBOX-STA# 999-Move/Copy Transactions

## **4.25 System Feature: TPJI Reports- Add Indicator for Rejects**

### **4.25.1 TPJI Reports- Add Auto-Post Status**

The TPJI Bill Charges Screen displays a new field to show the Auto-Post Status after the ERA field, only if the ERA is an auto-post candidate.

## **4.26 System Feature: Daily Activity Report**

### **4.26.1 Daily Activity Report- Change the Name**

The EDI LOCKBOX REPORTS MENU [RCDPE EDI LOCKBOX REPORTS MENU] option DAILY ACTIVITY REPORT [RCDPE EDI LOCKBOX ACT REPORT] is renamed to EFT DAILY ACTIVITY REPORT [RCDPE EDI LOCKBOX ACT REPORT].

## **4.27 System Feature: Miscellaneous Reports**

### **4.27.1 Miscellaneous Reports- Add a Date Range**

The ACTIVE BILLS WITH EEOB REPORTS [RCDPE ACTIVE WITH EEOB REPORT] prompts the user for a beginning and ending Received Date, used to limit the report output.

### **4.27.2 Miscellaneous Reports- Change to ListManager**

The following reports are displayed in a ListManager format with standard ListManager actions available for selection:

- ACTIVE BILLS WITH EEOB REPORTS [RCDPE ACTIVE WITH EEOB REPORT]
- DAILY ACTIVITY REPORT [RCDPE EDI LOCKBOX ACT REPORT]
- ERA UNMATCHED AGING REPORT [RCDPE ERA AGING REPORT]
- EFT UNMATCHED AGING REPORT [RCDPE EFT AGING REPORT]
- UNAPPLIED EFT DEPOSITS REPORT [RCDPE UNAPPLIED EFT DEP REPORT]
- DUPLICATE EFT DEPOSITS AUDIT REPORT [RCDPE EFT AUDIT REPORT]
- EEOB MOVE/COPY AUDIT REPORT [RCDPE EEOB MOVE/COPY REPORT]
- ERAS POSTED WITH PAPER EOB AUDIT [RCDPE ERA W/PAPER EOB REPORT]
- REMOVE ERA FROM ACTIVE WORKLIST [RCDPE REMOVED ERA AUDIT]

### 4.27.3 Miscellaneous Reports - Add Filter for TRICARE and CHAMPVA

The following reports have filter questions to allow inclusion or exclusion of TRICARE and CHAMPVA:

- ACTIVE BILLS WITH EEOB REPORTS [RCDPE ACTIVE WITH EEOB REPORT]
- ERA UNMATCHED AGING REPORT [RCDPE ERA AGING REPORT]
- EEOB MOVE/COPY AUDIT REPORT [RCDPE EEOB MOVE/COPY REPORT]
- ERAS POSTED WITH PAPER EOB AUDIT [RCDPE ERA W/PAPER EOB REPORT]
- REMOVE ERA FROM ACTIVE WORKLIST [RCDPE REMOVED ERA AUDIT]
- The filter selection for TRICARE and CHAMPVA is displayed in the report headers, consistent with the current filter selection display.

## 4.28 System Feature: EEOB Move/Copy Option

### 4.28.1 EEOB Move/Copy Option- Correct Payer Information

The system transfers the correct payer information when moving or copying an EEOB from one patient to another.

### 4.28.2 EEOB Move/Copy Option- Rename the Option

The EEOB Move/Copy option is renamed to the EEOB Move/Copy/Remove option and prompts the user with an option to Remove EEOB from patient claim.

```
EXC  EDI Lockbox 3rd Party Exceptions
MA   Automatic Match EFTs to ERAs
MCR  EEOB Move/Copy/Remove
MM   Manual Match EFT-ERA
MO   Move ERA Total To Suspense
REFT Remove Duplicate EFT Deposits
REP  EDI Lockbox Reports Menu ...
RET  Mark ERA Returned To Payer
UN   Unmatch An ERA
UP   Update ERA Posted Using Paper EOB
WL   EEOB Worklist
ZB   Mark 0-Balance EFT Matched
```

Select EDI Lockbox Option: MCR EEOB Move/Copy/Remove

Select one of the following:

- M Move EEOB to different claim
- C Copy EEOB to multiple claims
- R Remove EEOB from patient claim**

Select action: **R**//emove EEOB from patient claim

### 4.28.3 EEOB Move/Copy Option- Require Security Key

The Remove option on the new EEOB Move/Copy/Remove option requires new security key RCDPE REMOVE EEOB.

#### 4.28.4 EEOB Move/Copy Option- Remove Option

The Remove option on the new EEOB Move/Copy/Remove option displays the patient and claim information for verification, and requires the user to enter a free text justification comment, and prompt the user with a question of "Are you sure you want to remove EEOB from claim K##### (Y/N)?".

```
Select EXPLANATION OF BENEFIT (EEOB) to REMOVE: K400M44  ARPatient,One
12-01-03 Inpatient REIMBURSABLE INS. PRNT/TX
AETNA US HEALTHCARE (PRIMARY)

Enter JUSTIFICATION COMMENT: Sent to our facility by mistake. Not intended to pay this claim.

ARE YOU SURE YOU WANT TO REMOVE EEOB from claim K400M44 (Y/N)? Y

EEOB REMOVED
```

#### 4.28.5 EEOB Move/Copy Option- Audit Log

The Remove option on the new EEOB Move/Copy/Remove option stores data in the audit log with the following information:

- Audit Log type of "R"
- Date/Time stamp
- User
- Original Bill Number
- Free Text Justification Comment

#### 4.28.6 EEOB Move/Copy Option- Reports

When the remove option has been executed, the system no longer displays the removed EEOB information for the patient with whom the information was previously associated.

#### 4.28.7 EEOB Move/Copy Option- AR Comment=

The system displays a comment on the Bill Charges screen, similar to the comment that is displayed for Move/Copy.

```
Bill Charges      Nov 15, 2013@18:33:04      Page: 3 of 9
%K700001 ARPATIENT,ONE O7774      DOB: 01/23/36 Subsc ID: 657789
06/13/97 - 06/13/97      ADMIT THRU DISCHARGE      Orig Amt: 50.00
+
EOB Type: NORMAL EOB
ICN:      Patient Resp Amount: 0.00
Payer Name: INSURANCE LTD.      Total Allowed Amount: 0.00
EOB Date:      Total Submitted Charges: 0.00
Svc From Dt:      Svc To Dt:
Reported Payment Amt: 0.00

ERA #: 1007
Trace #: 8281206DA5
```

MOVE/COPY/REMOVE HISTORY

Date/Time EEOB Removed: NOV 15, 2013@17:53:47  
 Remove of EEOB performed by: USER,AR  
 Remove Justification Comments:  
 testing comment testing comment  
 Original Claim Number: 92046A  
 + [% EEOB | Enter ?? for more actions|  
 PR Bill Procedures CM Comment History AB Annual Benefits  
 CI Go to Claim Screen IR Insurance Reviews EL Patient Eligibility  
 HS Health Summary EX Exit  
 ED EDI Status AL Go to Active List  
 VI Insurance Company  
 Select Action: Next Screen//

#### 4.28.8 EEOB Move/Copy Option- AR Comment History

The system displays a comment in AR Comment History, similar to the comment that is displayed for Move/Copy.

**Comment History** Nov 15, 2013@18:36:46 Page: 2 of 2  
 %K700001 ARPATIENT,ONE O7774 DOB: 01/23/36 Subsc ID: 657789  
 AR Status: RETURNED FOR AMENDMENT Orig Amt: 50.00 Balance Due: 50.00  
 +

---

4949 11/15/13 EEOB REMOVED BY XXX FOLLOW-UP DT:  
 testing comment testing comment

4950 11/15/13 ERA Payer Contact Information FOLLOW-UP DT:  
 Payer Name: INSURANCE LTD.  
 Contact Name: FIRSTNM LASTNM  
 Phone Number: 2006649555

[% EEOB | Enter ?? for more actions|  
 BC Bill Charges AR Account Profile VI Insurance Company  
 DX Bill Diagnosis AD Add Comment VP Policy  
 PR Bill Procedures IR Insurance Reviews AB Annual Benefits  
 CI Go to Claim Screen HS Health Summary EL Patient Eligibility  
 AL Go to Active List EX Exit  
 Select Action: Quit//

#### 4.28.9 EEOB Move/Copy Option- Add Filter Question

For report MCR EEOB Move/Copy/Remove, the system displays a filter question of MOVE/COPY/REMOVE or ALL.  
 The user selection displays in the header, consistent with other filter question responses.

START DATE: T-2 (DEC 31, 2013)  
 END DATE: DEC 31,2013// T (JAN 02, 2014)  
 Select division: ALL//  
 MOVE/COPY/REMOVE or ALL (M/C/R/A): ALL//  
 Are you sure you want to select ALL divisions ? NO// YES

## **4.29 System Feature: Add Security Keys**

### **4.29.1 Add Security Keys- Add Security Keys**

The system contains the following new security keys, none of which are automatically assigned to any user:

- RCDPE AGED PMT
- RCDPE ERA EXCEPT
- RCDPE AUTO DEC
- RCDPE REMOVE EEOB

## **4.30 System Feature: Testing Tool**

### **4.30.1 Testing Tool- Reset 837**

The system has the ability to reset an 837 to allow an 835 to reprocess against that 837.

### **4.30.2 Testing Tool- Reset ECME Bill**

The system has the ability to reset an ECME bill to allow an 835 to reprocess against the bill.

### **4.30.3 Testing Tool- Manipulate Fields and Resend**

The system has the ability to reprocess the ERA in VistA after manipulating the 5 fields on the ERA used for matching: the first 5 characters of the patient's last name, date of service, bill number or claim number, social security number or patient ID, and the amount paid.

### **4.30.4 Testing Tool- Process De-Identified data**

The system has the ability to receive and process de-identified data.

### **4.30.5 Testing Tool- Not Available after National Release**

The testing functionality is not available to sites after national release.

## **4.31 System Feature: Non- Released Prescriptions**

### **4.31.1 Non- Released Prescriptions- EXC Exception List**

The system places an EEOB on the EXC Exception List if the EEOB pertains to a prescription that is non-released.

### **4.31.2 Non- Released Prescriptions – Process Released Prescriptions**

The system runs a nightly job removing exceptions from the EXC Exception List if the exception was triggered for non-released prescription which is newly released.

Once the EEOB is removed from the EXC Exception List, process continues as normal.

## **4.32 System Feature: Trace Number with 9s**

### **4.32.1 Trace Number with 9s- Include EFTs**

The system includes EFTs with trace number that is all 9's and includes all payer names on the bulletin with a subject of "EDI LBOX-STA# NNN-ACTION REQ-EFTS>14 days" and the following reports:

- Daily Activity Report
- EFT Unmatched Aging
- Unapplied EFT Deposits

If the payer name is null, the entry on the report shows with a name of <NO PAYER NAME RECEIVED>.

## **4.33 System Feature: Active Bills with EEOB Report**

### **4.33.1 Active Bills with EEOB Report- EEOB Date Posted**

The system references the EEOB date posted instead of the ERA date posted on report ACTIVE BILLS WITH EEOB REPORT [RCDPE ACTIVE WITH EEOB REPORT].

## **4.34 System Feature: Manual Match of ERA and EFT**

### **4.34.1 Manual Match of ERA and EFT- Add Date Range**

The system prompts the user for a date range and filter the data based on the date range for the option MANUAL MATCH EFT-ERA [RCDPE MANUAL MATCH EFT-ERA].

### **4.34.2 Manual Match of ERA and EFT- Partial Match on Trace Number**

The system allows a partial match on trace number, ignoring leading zeroes.

## **4.35 System Feature: Decrease Adjustment**

### **4.35.1 Decrease Adjustment - Warning Message if Mark for Auto-Post**

The option DECREASE ADJUSTMENT [PRCAC TR DECREASE] displays a warning message of "Marked for Auto-Post. Are you sure? (Y/N): N/" if a user tries to make a decrease adjustment on a bill that has at least one associated EEOB marked for auto-post.

## **4.36 System Feature: EDI Lockbox Menu**

### **4.36.1 EDI Lockbox Menu- Order of Menu Options**

The system displays options on the EDI LOCKBOX [RCDPE EDI LOCKBOX MENU] in the following order:

EXC EDI Lockbox 3rd Party Exceptions  
WL ERA Worklist

APAR Auto-Post Awaiting Resolution  
MA Automatic Match EFTs to ERAs  
MC EEOB Move/Copy/Remove  
MM Manual Match EFT-ERA  
MO Move ERA Total To Suspense  
REFT Remove Duplicate EFT Deposits  
REM Remove ERA from Active Worklist  
REP EDI Lockbox Reports Menu ...  
UN Unmatch An ERA  
UP Update ERA Posted Using Paper EOB  
ZB Mark 0-Balance EFT Matched

#### **4.37 System Feature: Trace Number Matching**

##### **4.37.1 Trace Number Matching – Remove Case Sensitivity**

The matching of the ERA trace number to the EFT trace number shall be modified so that matches are case insensitive.